Thơ Nguyễn – Business Analyst

PERSONAL DETAILS

- Full name: Nguyễn Thị Thơ
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- My website:
  https://amy264.github.io/FromZeroToHero/index.html
- Education: Hanoi University – Computer Science

SUMMARY

- Have been working as an IT Business Analyst for more than 8 years, including 4 years working in healthcare domain.
- Data enthusiastic, fast learner and enjoy sharing thoughts as well as working in a collaborative cross-functional environment.

CERTIFICATIONS

- CCBA - Certification of Capability in Business Analysis™ (CCBA®)
- CAHIMS - The Certified Associate in Healthcare Information and Management Systems (CAHIMS)SM
- PSPO-I - The Professional Scrum Product Owner level I
- PSM-I - Professional Scrum Master™ I Certification

SKILLS & ABILITIES

- Have excel experience in:
  - Requirement management, requirement elicitation, requirement documentation and requirement traceability.
  - Unified Modelling Language (UML) and Business Process Modeling Notation (BPMN) such as: Swimlane workflow diagram, Use case diagram, Activity diagram, Sequence diagram, Entity relationship diagram, etc.
- Technical Proficiency:
  - Designing tool: Visio, Draw.io, Figma, Balsamiq
  - Project management tool: Jira
  - Document tool: Confluence, MS Word, MS Power Point, Excel
  - Creating diagram, sketches, wireframe, mockups and prototypes
  - Familiarity with databases, SQL query, PostgreSQL query, and data visualization tools Power BI.
- Familiar with both Waterfall and Agile methodologies for software development.
- Ability to manage relationships with stakeholders, understand their needs, and ensure their expectations are met.
- Experience in monitoring and coaching new team members.
- Being flexible and adaptable to changing business environments and requirements.

- Ability to quickly learn new tools, techniques, and business domains.

SHORT TERM TRAINING COURSE	▪ Company training course: Tableau introduction and using guidance
	▪ Hanoi University training center – Basic R programming for Data analysis
	▪ Hanoi University training center – Advance course of single and multiple regression modelling
	▪ Nano degree – Udacity – Product management
	▪ Nano degree – Udacity – AI for business leader

EXPERIENCE

PAO (PURCHASE EXPENSE MANAGEMENT)

FPT – From 3/2024 – Now

Description:

Revamp the current FPT purchasing system to align with the latest business needs and customize the solution for each OB tenant.

Responsibilities:

- Engage with senior stakeholders to understand business needs, manage expectations, and ensure alignment of project goals with organizational strategy.
- Analyze existing business processes, identify areas for improvement, and recommend solutions to enhance efficiency, reduce costs, and improve quality
- Lead the collection, define analysis approach, and documentation of business requirements, ensuring clarity, completeness, and alignment with business objectives.
- Develop and implement change management strategies to facilitate smooth adoption of new processes and systems. Communicate changes effectively to all stakeholders.
- Oversee project planning, execution, and delivery, ensuring projects are completed on time, within scope, and budget. Manage project risks and issues proactively
- Review test cases, participate in user testing, gather feedback, and determine the next actions.
- Mentor and guide junior analysts, fostering a collaborative and productive team environment. Provide training and development opportunities to enhance team capabilities.

DIGITAL HEALTHCARE PLATFORM

FPT – From 12/2022 – 10/2023

Description:

A digital healthcare platform, focusing on telehealth area in order to support practitioners and patients to communicate regardless of geographic difficulty. The practitioner can manage patient's EMR effectively, while patient can have better follow-up actions from practitioner.

Responsibilities:

- Identify the business need, define new business process, translate the requirement and business need into document, process diagram, wireframe to support product development

- Create high level feature list and backlog, detail product specification by UML diagrams, use case, functional specification communicates them clearly with stakeholder and development team.

- Collaborate with technical teams to design and implement effective business solutions, ensuring they meet business requirements and are scalable and sustainable

- Work with data analyst team to interpret business data, generate insights, and produce actionable reports and dashboards.

- Ensure the quality and accuracy of deliverables through rigorous testing, validation, and review processes.

- Represent the product at workshops, presentations, showcases and other meetings.

TRAINER AT FPT ACADEMY

FPT – From 11/2022 – 05/2023

Description:

Serving as a trainer for a short course aimed at freshers in Business Analysis or individuals seeking a career change. This course is offered by FSOFT ACADEMY.

Responsibilities:

- Conduct training sessions, facilitate engaging and informative training sessions, workshops for student.

- Offer ongoing support and mentorship to students, answering questions and providing clarification as needed.

- Create and administer assessments, assignments, and exams to evaluate student understanding and progress.

- Assist student in applying new skills and knowledge in BA roles.

CEREBRAL (MENTAL HEALTH APPLICATION)

FPT – From 3/2022 – 11/2022

Description:

Cerebral offers on-demand mental health and wellness support. Different from many traditional and online companies, the care is immediate, high-quality, tailored and measured. The company provides behavioral health coaching, talk therapy, medication management, and personalized content.

Responsibilities:

- Assist Product owner and Product manager arrange the product backlog and detail out the story/epic and acceptance criteria
- Support and specify the logic of in charged projects and dependencies to other BA/PO so that they can complete their task with ease
- Leading scrum events ensure the events happen and work effectively
- Verifying the business and workflow of the application; testing and checking the increment if meet PO/PM's requirement

- Supporting Development and QA team understand business need and requirement.

MEDAD (PATIENT APPLICATION)

FPT – From 10/2020 – 2/2022

Description:

MedAdvisor is revolutionary software that puts a virtual pharmacist on consumer's smart phone, tablet or PC. MedAdvisor connects with consumer's local pharmacy to help they take medication safely, effectively and on-time.

Responsibilities:

- Ensure the product remains current with the latest governance policies, market trends, and patient insights.
- Identify discrepancies between evolving business needs and the software's current state. Define required changes and impacted areas, document the details, and communicate them to the respective teams.
- Assess existing processes to identify opportunities for redesign or enhancement to improve productivity and efficiency.
- Prepare and update relevant documentation, ensuring transparency and timely communication of decisions to the development team.
- Support and review test scenarios, test data, and defect verification throughout the delivery process.
- Engage with clients to discuss project status and ensure the team's understanding of client requirements.
- Communicate iteration priorities, feature sets, roadmaps, and customer feedback to stakeholders and the development team

LOTUS (TRANSFORMATION PROJECT)

Vietnamobile – From 04/2017 – 10/2020

Description:

This project is aim to replace 70% legacy systems of the telecommunication company in order to scale up the business size.

Responsibilities:

- Joining in a dedicated team as BA which works directly with vendors from many countries.
- Working with PM to make business analysis plan
- Co-ordinate with all departments to get requirement to switch to new systems.
- A Focal information point to integrate all systems to ensure end-to-end business works smoothly among applications.
- Be a resource to consult and collect info for intermediation system.
- Highlight involved systems:
  - Website:
    - Re-design the UX-UI and backend (CMS) to fit with Sale, marketing department, consultant agent and General Director's needs. Ensure the timeline is on the target and resolve the conflict of resources and parties.
  - Service desk deployment:
    - Consult the service desk team to configure the system and design the flow of data, which matches current workflow process and improve business-working flow effectively.

- o Vietnamobile- Customer selfcare application:
  - ▪ This application is the customer focused public app to support customer to query their current usage info, account, VAS package and other info.
- o CRM revamp- customer relationship management:
  - ▪ This project is to renew the legacy CRM system to align with new technology and the business transformation.
- o CMS – Campaign management system:
  - ▪ Application which supports marketing team to implement promotion campaign related to recharge/ revenue stimulation and customer retention purpose etc.

ACTIVITYREZ (E-COMMERCE WEBSITE PORTAL)

Seta – From 01/2016 – 04/2017

Description:

ActivityRez is a powerful SaaS solution for reservation for tour and activity suppliers, which scale up with customer business. The software features give users the ability to manage all of their direct and reseller bookings in one place and it's hosted in the cloud for infinite scalability.

Responsibilities:

- Collaboration with customer to get business requirement and transform into solution requirement for development and testing teams by compiling user story with clear and specific acceptance criteria, mockup, and well stated business rules
- Support dev test understand the expected outcome and validate the business logic if there is any conflict and constraint.
- Support PM to make daily implementation progress reporting to customer.
- Inform and support customer/stakeholder related understand if there is any constraint or risk affect the requirement priority or implementation scheduling in time.

LOTUS NOTE (MIGATION PROJECT)

FPT – From 10/2014 – 01/2016

Description:

This project is to migrate around 100 applications from Lotus Notes to SharePoint online platform

Responsibilities:

- Studying and analyzing the applications to get knowledge about the features, functions and special business logics of the application by using experiment elicitation approach and revert-engine technique
- Documenting all details of the application functions, features, workflows and solutions.
- Get confirmation for the finding logics of the applications
- Support finding the alternative solution for the migration from Notes to SharePoint due to the technology constraint
- Analyzing data of application for data migration plan
- Support testing the implemented solution on new platform to again confirm if meet the requirement