BÙI THU PHƯƠNG

Business Analyst

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Porfolio:

With three years of experience in Business Analysis and close to a year as a Project Manager, I specialize in untangling intricate business challenges and driving smooth project execution. My goal is to refine my expertise and transition into a highly skilled Business Analyst or IT Corporate Consultant within the next year. I am deeply passionate about expanding my domain knowledge and technical proficiency to develop innovative, high-impact solutions.

Core competencies

Skills

- **Business Analysis:** *Elicit requirements, evaluate needs, Analyze system, consult solutions.*
- **Project management:** *Plan and orient features; Ensure timely delivery by effectively managing project timelines, coordinating resources.*
- **Documentation:** *Use Confluence, Google Docs to produce Functional Design Document.*
- *Orienting/Supporting* **designing Database**
- **Design/diagram tools**: *Skilful at Figma to design UI and Flow, and Drawio to design flow and diagram.*
- **Project management methodology: Perform well in both Agile and Waterfall**
- *MS Word, Excel, and PowerPoint*
- **Project management tools:** *Jira, Trello, Redmine*

Others

- *IELTS 6.5*
- *Strong teamwork skills*
- *Experience in working with international clients (Europe)*
- *Customer Centric and Detail-Oriented*

Educational Background

Diplomatic Academy of Vietnam
2019 – 2023

Bachelor of International Relations

GPA: 3.18/4

Trueskills Center

Advanced course for Business Analyst and Product Owner

Professional Experience

MHOLDING
Business Analyst

May 2024 – Jul 2025

1. *Internal Accounting Software*

May 2024 – Jan 2025

- **Teamsize:** 3 BAs cum PM , 8 Devs, 2 Testers
- **Responsible module:** Categories, Inventory, General Accounting, and Reports
- **SOP:**
  - Establishing the project's scope
  - Collect details requirements through interviews with members of the accouting department
  - Develop a strategic plan for implementing the software within the business environment, including setting timelines, allocating resources
  - Create and update SRS Document
  - Transfer requirements for DEV team and support draw ERD and design DB
  - Monitor and manage the progress of tasks assigned to team memmbers through daily meetings

2. *Task Management Modules*

Jan 2025 – Jul 2025

- **Teamsize:** 2 BAs, 3 Devs, 1 Testers
- **Responsible module: Main BA for entire Modules**
- **SOP:**
  - Designing the User Interface for developing
  - Oversee the maintenance of implemented software modules, including ongoing support, performance monitoring, and updates to address any problems and ensure continued functionality
  - Write instructions for user
  - Conduct training sessions for employees on software usage.
  - Other SOPs similar to project defined above.

SLI TECHNOLOGY COMPANY LIMITED

Jul 2022 – May 2024

Business Analyst

Responsibilities:

+ Develop thorough requirements analyses and documentation (wireframe, SRS, user guidelines)

+ Consulting and Designing software solutions for systems

+ Author and update internal and external documentation, and formally initiate and deliver requirements and documentation

+ Develop meaningful and lasting relationships with partners for optimized systems integration, and respond to questions and concerns from all stakeholders with supporting research and recommendations.

Achievements:

- Business Analysis for the pre-sale stage
+ Coordinate with Sale team to prepare bidding document and consult the clients with technical solution.
+ Succeeded in many project sign-off for the company.

- Responsible for BA stage of an Blockchain system
+ Description: llamao is a NFT raffle website that allow user to create and participate in NFT raffle. The project is developed on SEI v2 network.
Visit here: URL website will be updated when it is official launched.

- Responsible for BA stage of an edTech platform
+ Description: Gazecode is an e-learning product that enables users to learn programming online, communicate with others and connect with their tutors.

- Responsible for BA stage of an E-commerce system
+ Visit here: https://www.supervietnam.com/
+ Description: Supervn is an ecommercce platform where users can display their products, company information and offers so that others can watch and choose their expected factory

- Successfully BA for a Quiz game platform
+ Visit here: https://demo.mastersoftrivia.com/en/
+ Description: MOT is a quiz platform where users can learn new information, test their knowledge and compete with other users in a gamified environment.

- Successfully BA for a Logistics platform
+ Visit here: https://app.giaohang247.com.vn/
+ Description: DeliveryGo is a platform where users can manage their orders. The platform is integrated with Salesforce inventory systems to manage user inventory and manage other logistics businesses

Project Manager   June 2023 – Jan 2024

 - Successfully deliver a logistic product.
  • Visit here: https://app.giaohang247.com.vn/
- Manage a game project with 8 members on each team
  • Visit here: https://demo.mastersoftrivia.com/en/
- Responsibilities:
+ Lead projects from requirements definition through deployment, identifying schedules, scopes, budget estimations, and implementation plans
+ Analyze and track project status and, when necessary, revise the scope, schedule, or budget
+ Establish and maintain relationships with relevant client stakeholders, providing day-to-day contact on project status and changes

OOS SOFTWARE (CoffeeHR)

Business Analyst

Projects

- **GREATJD**
  - o Team size: 3
  - o Description: Human Resource Management System
  - o Scope of work

    Responsible for closely working with client to clarify, analyze the business requirement

    Get/research concept, business objective to provides the effective solution for the customer

    Serve as an internal point of contact for the development team whenever requirements need to be clarified

    In charge of testing, verifying bugs/issues with Customers.

    Provide the application manual user and train staff in how to use the new application.

- **Vietsoftware**
  - o Team size: 3
  - o Description: Human Resource Management System
  - o Scope of work

    Working with client to clarify, analyze the business requirement

    In charge of testing, verifying bugs/issues with Customers.

    Get/research business objective to provides the effective solution for the customer

    Train staff in how to use the new application.

Other Activities

English Private tutor

2019 – present

- Tutoring for 4 students since 2019
- 3 students with below-average academic performances successfully secured their places in targeted schools
- Right now I am tutoring for 10th and 12th-grade students

Hanoi Free Private Tourguide

2019 – 2020

Local Tourguide