

THANH DAT NGUYEN

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Tan Phong, Ho Chi Minh, Viet Nam

BUSINESS OPERATIONS MANAGER

I'm a business Analyst with a strong foundation in product thinking and technical systems, experienced in delivering enterprise-scale solutions across finance & accounting, robotics, and AI. Successfully led the go-live of a complex \$8M financial system, reducing processing time by 30% and improving operational efficiency. Eager to learn and grow in tech-driven environments, I thrive in cross-functional teams, enjoy solving system challenges, and continuously seek opportunities to bridge business needs with scalable digital solutions.

STRENGTHS AND EXPERTISE

Stakeholder management	Business Process Mapping	UX/UI wireframing
Backlog management	Documentations	Postman
System integration	Workflow Optimization	SQL

PROFESSIONAL EXPERIENCE

RMIT University Business Analyst

Jan 2023 - Dec 2024

- Led go-live of a high-impact \$8M enterprise finance system integrating Nelnet/Xetta, achieving a 30% reduction in processing time and cutting accounting labor costs
- Integrated multiple platforms (Studylink, PeopleSoft, Workday) to streamline payment and enrollment workflows
- Collaborated cross-functionally with PMs, engineers, and solution architects to define product and system requirements for automation
- Captured and visualized processes in BPMN using Visio, Figma, and Vercel to align stakeholders on business logic
- Performed change analysis and guided change management for stakeholders during rollout
- Negotiated priorities and backlog with business users, enhancing alignment across finance and student services
- Streamlined booking and charging systems, reducing errors in fee allocation and improving ledger accuracy
- Drove PeopleSoft–Xetta integration to ensure compliant and auditable financial records

TM Health Care & Beauty Business Analyst

Jun 2024 - Present

- Analyzed business needs and translated them into functional requirements for Odoo system configuration
- Successfully streamlined the Odoo ERP system to align with client-specific operational goals
- Delivered end-to-end project management including scope definition, solution delivery, and timeline tracking
- Provided hands-on support and consulting to clients throughout implementation lifecycle
- Integrated Odoo modules to optimize sales, inventory, and finance operations

FPT Software
Business Analyst

Jan 2022 - Dec 2022

- Supported development of robotics IDE for logistics and F&B modules based on legacy product analysis
- Gathered requirements to enhance robotics module capabilities (e.g., pallet handling)
- Partnered with PM, Scrum Master, and engineers to align automation features with client expectations
- Designed UI/UX prototypes and documented processes in UML/BPMN for module enhancement

Eavedrop AI
Business Analyst

Jan 2021 - Feb 2022

- Collaborated on development of lead generation product leveraging AI and APIs from X (Twitter) and Reddit
- Defined product requirements and business logic for B2B lead generation
- Validated API integrations using Postman and guided QA process
- Created user documentation and led product onboarding sessions for early adopters

EDUCATION

Bachelor's degree in International Business
Danang University of Economic

Sep 2016 - Oct 2020

- Specialization in Financing and international payment.
- Build up the critical thinking, and entrepreneurship mindset

Excellent student in gifted Math

Aug 2013 - May 2016

Phan Chau Trinh gifted High School - Danang City

- Relevant coursework in Structural Design.

ADDITIONAL INFORMATION

- **Languages:** English (IELTS 7.0), Vietnamese
- **Certifications:** Prompt engineering, Intermediate SQL