

# THAI DINH CHINH

## BUSINESS ANALYST

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### SUMMARY

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Business Analyst with a strong foundation in Software Engineering and hands-on experience in requirement gathering, Agile documentation (BRD, SRS, User Stories), UAT, and stakeholder communication. Skilled in facilitating client meetings and requirement discussions in English. Proven ability to bridge technical teams and business needs, with additional strengths in data analytics, user research, and familiarity with A/B testing for data-driven product decisions.

### EDUCATION

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#### Bachelor of Software Engineering

10/ 2021 - 09/2025

FPT University

- 130% Scholarship Recipient for academic excellence (2021–2025).
- GPA 3.75/4

### PROFESSIONAL EXPERIENCE

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#### Business Analyst – eRecording Partners Network (FPT Software - 30 members) 05/2024 – 10/2024

- Analysed business pain points and supported AI OCR prototype → pitched to BU leaders
- Collaborated with customers to implement 4 feature upgrades → improved usability based on user behaviour data.
- Supported UAT and integration testing to ensure product quality and reduce release defects by 15%.

#### Program Manager - Growing with IT(Pacific Link Foundation - 15 members) 09/2023 - 05/2025

- Prepared BRD-like documents, schedules, and reports for STEM events and sponsors.
- Coordinated with cross-functional stakeholders (Intel, IT Company, education partners).
- Trained 100+ students in IT fundamentals, improving digital literacy for 1000+ students .

### PROJECTS & ACHIEVEMENTS

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#### Outline – Multiplayer Online Game (Capstone Project)

05/2025 - 09/2025

- Acted as BA/Product Owner for team, applying Agile Scrum, leading sprint planning, backlog refinement, and stakeholder demo sessions.

#### Electratech Hackathon (Hackathon)

12/2023 - 02/2024

- Analysis and coding for IoT smart power outlet using AI energy-saving solution according to user habits

### SKILLS

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- Requirement Analysis & Documentation: BRD, SRS, User Stories, Acceptance Criteria
- Agile Development & Project Support: Scrum, Sprint Planning, Backlog Management (Excel, Jira)
- Process Flow & System Design: Activity diagrams, BPMN, Use Case diagrams (Visio, Draw.io).
- Data-Driven Decision Support: Data Analytics, Power BI, User Research, familiar with A/B Testing

### ADDITIONAL INFORMATION

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- **Languages:** English(B2), Japanese(Beginner)
- **Certifications:** Software Development Lifecycle, Project Management Principles and Practices, Google Data Analytics, User Experience Research and Design
- **Awards/Activities:** Outstanding students of Da Nang city 2022, Top 3 Outstanding Students Summer 2023, Top 5 DUT Hackathon 2024.