

Lê Đức Dương

Business Analyst

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OBJECTIVE

Results-oriented IT Software Analyst with a proven track record in leading cross-functional teams and delivering successful projects in the logistics, insurtech and fintech industries. Seeking a challenging role in a dynamic organization where I can leverage my analytical expertise to drive business value and contribute to strategic growth

EDUCATION

HCM University of Technology and Education

2011 - 2016

Automation Engineer

WORK EXPERIENCE

HOME CREDIT

02/2024 - Now

IT Software analyst

Domain Expertise: Fintech, Insurance

Tools: Jira, Draw.io, Figma, Postman

Technology: Mobile Application

Key Responsibilities:

- Collaborated with regional teams (Czech Republic, Indonesia, Philippines) and internal stakeholders to define technical solutions for system development and integration.
- Delivered key technical artifacts (SRS documents, API specifications, system diagrams) to support feature implementation.
- Authored User Stories in Jira and led sprint planning sessions to communicate requirements and prioritize tasks with the Product Owner, ensuring incremental value delivery in Agile development.
- Aligned with stakeholders to define and execute user acceptance testing (UAT) plans, ensuring high-quality deliverables.
- Worked closely with design teams to support the efficient delivery of UI/UX aligned with business requirements.

Key Achievements:

- Delivered multiple Insurtech solutions in collaboration with top insurers.
- Successfully launched a credit card project enabling users to access credit services.
- Implemented an authentication solution in compliance with the regulatory changes introduced in Circular 18.

M_Service (MoMo E-wallet)

2021 - 02/2024

Senior Business Analyst

Domain Expertise: Fintech, Insurance, Lending, Remittance

Tools: Jira, Draw.io, Figma, Stable Diffusion

Technology: Web, Mobile, Generative AI

Key Responsibilities:

- Led the insurance domain, led a generative AI project, participated in lending and remittance project.
- Led the requirements gathering process for a technical intergration with partner, deliver needed documents such as API Specs, Flow Diagram.
- Worked closely with IT teams, deliver SRS, API Specs, Diagram to ensure seamless integration of new features and enhancements into existing systems.
- Created UI/UX design, prototype in Figma
- Created User Story, Tasks on Jira to develope and maintaine project plans and schedules, ensuring timely delivery and adherence to allocated resources.

- Implemented Agile methodologies to manage project execution, ensuring flexibility, adaptability, and continuous improvement throughout the project lifecycle.
- Collaborated with stakeholders to define and execute user acceptance testing (UAT) plans, ensuring high-quality deliverables.

Key Achievements:

- Successfully delivered multiple Insurtech projects, partnered with various insurers like Liberty, PVI, Bao Long, MIC, GIC, Manulife, Cathay.
- Successfully delivered a generative AI project that creatively generates images incorporating company branding materials and MoMo mascot
- Acted as a key liaison between the project team and Western Union, enabling users to receive money from foreign countries seamlessly
- Provided crucial support and expertise in the Fast Money project aimed at enabling users to access lending services

DHL EXPRESS

2019 - 2021

Business Analyst

Domain Expertise: Logistics, Transportation

Tools: Jira, Draw.io, MSSQL, UiPath, RASA, Office, Tableau

Technology: RPA, ChatBot, Web, Mobile, Reporting

Key Responsibilities:

- Cooperate with clients to gather requirements, capture and understand their business context, including business goals, challenges and opportunities
- Do researches and define product strategy, road map, concept and features, to achieve the business goal
- Proactively communicate and collaborate with external and internal stakeholders to analyze information needs, functional requirements
- Deliver the needed artifacts: BRD, SRD, BPMN, UML
- Create GUI design mock-ups, prototype, database design
- Support in testing, maintenance and deployment of the project

Key Achievements:

- Sales lead increase 320% by using UiPath to crawl data automatically
- Reduce 80% of execution time, 50% of manpower for the goods sorting process after digitalization
- Enhance the transportation process for Intel to back against the chipset shortage crisis

PASONA Tech

2018 - 2019

Software Engineer

- Build CRM system website with Java, JavaScript, HTML, CSS
- Convert the old system that uses Java Core to the new one with Spring framework
- Create solutions by developing, implementing and maintaining Java based components and interface
- Main DBMS are SQL Servers, Oracle, PostgreSQL

SOLEKIA

2016 - 2018

Software Engineer

- Write code according to documents in Japanese received from PM
- Build ERP System, PRO-NES System, WinForms Application, Enterprise Website
- Main programming languages are Java, VB.Net, JavaScript
- Work with Oracle, SQL Server, PostgreSQL, MySQL

KEY PROJECTS

HOME CREDIT CARD

02/2024 - Now

IT Software Analyst

Product: <https://www.homecredit.vn/the-tin-dung-online>

Key Contributions: Ensured that features such as card issuance, billing, rewards, and fraud detection aligned with both business goals and regulatory standards. Throughout the project, I facilitated clear communication, supported UAT, and helped deliver a seamless end-to-end credit card experience for users.

Domain: Fintech

GOOGLE PAY

04/2025 - Now

IT Software Analyst

Product: <https://www.homecredit.vn/blog/su-dung-the-tin-dung-thanh-toan-bang-google-pay-ccx-ug>

Key Projects: Supported the launch of Google Pay integration for Home Credit Vietnam credit cards. This project allows customers to make fast, secure, and contactless payments directly from their Android devices. It improves customer convenience, promotes digital adoption, and reinforces Home Credit's commitment to innovation in financial services.

Domain: Fintech

GENERATIVE-AI FOR MOMO MASCOT

06/2023 - 07/2024

Project Lead

Key Contributions: Initiated and led a Generative AI project utilizing Stable Diffusion to generate MoMo mascot images from text prompts. Successfully deployed for internal campaigns, including MoMo Challenge, Football Tournament, and Techday. Received the "First Real-World Application" award at MoMo Techday 2023.

Domain: Generative AI

CAR DAMAGE INSURANCE

06/2022 - 07/2024

Business Analyst Lead

Product: <https://momo.vn/bao-hiem-o-to/vat-chat>

Key Contributions: Collaborated with IT teams and multiple insurance companies to successfully establish a user-friendly Car Voluntary Insurance marketplace, offering users the ability to compare and select insurance products from various providers such as Liberty, PVI, Bao Long, MIC, GIC

Domain: Insurtech

TRAVEL CARE INSURANCE

02/2023 - 10/2023

Senior Business Analyst

Product: <https://www.momo.vn/bao-hiem-du-lich>

Key Contributions: Gathered and analyzed requirements from partners and business units to successfully deliver a mobile application that helps customers get protection in case of accidents and covers medical expenses.

Domain: Insurtech

WESTERN UNION

12/2021 - 03/2023

Senior Business Analyst

Product: <https://momo.vn/nhan-tien-quoc-te>

Key Contributions: Collaborated closely with stakeholders, including Western Union representatives to establish an application, enabling users to receive money from foreign countries seamlessly.

Domain: Remittance

TOOLS

Software Figma, Draw.io, JIRA, Tableau

Figma <https://figma.fun/8zEoIX>

Tableau <https://public.tableau.com/app/profile/duong5413>

SKILLS

- Business analysis and requirements gathering
- Project management and delivery
- Stakeholder management
- Risk management
- Agile methodologies