

THUY DUONG DAO (ANNIE)

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SUMMARY

Robust background in project management and data analytics. Demonstrated success in managing technical teams and implementing software development processes. Proven ability to enhance operational efficiency through agile methodologies and data-driven decision-making.

EDUCATION

James Cook University (JCU)

Master of Business Administration (Majoring in Analytics and Business Solutions). GPA: 6.75/7

Singapore
Nov 2023 - Dec 2024

Dean's List for students with outstanding academic performance (2 consecutive trimesters)

Relevant courses: Data Analysis and Decision Modelling; Corporate Strategy; Business Consulting; Data Mining

Foreign Trade University (FTU)

International Business Economics (Advanced Program) (Certified by Colorado State University). GPA: 3.58/4

Hanoi, Vietnam
Aug 2017 - Dec 2021

- Awarded FTU and Advanced Program Scholarship for students with outstanding performance (2019)
- Senior Seminar: "A Machine Learning Approach to Housing Valuation: A Comparison Between Hanoi and Ho Chi Minh City" (Scored 9.3/10)

SKILLS

Soft skills

- Interpersonal: Communication, problem solving, public relations.
- Languages: Vietnamese (Native); English (Full professional proficiency)

Hard skills

- Project Management: Agile/Waterfall, SDLC, Resource Management, JIRA, Confluence, MS Project, MS Visio
- Data Analysis & Visualization: MS PowerPoint, MS Excel, Power BI, JIRA Dashboard, IBM Cognos, Weka
- Languages: Python, MySQL, HTML/CSS

WORK EXPERIENCES

Vietnam Prosperity Joint Stock Commercial Bank (VPBANK)

Project Management Officer, Integrated Risk Management Center (IRMC), Risk Management Department (RMD)

Hanoi, Vietnam
Apr 2022 - Aug 2023

- Oversaw technical teams and executed project management tasks within RMD.
- Created IRMC's Software Development Life Cycle (SDLC) process which is still under implementation.
- Enhanced workload management tools to optimize task allocation across technical teams.
- Enhanced IRMC's sprint progress reporting by introducing a more effective burndown chart which can identify out-of-scope planning.

Vietnam Technological and Commercial Joint Stock Bank (TCB)

Business Service and Operation (BSO) Intern

Hanoi, Vietnam
Oct 2021 - Dec 2021

- Assisted in the operation of Business Banking products and SME import - export activities.

PROJECTS

Managed Projects

Product Development and Approval Process (PDAP) Digitalization

- Successfully automated PDAP system utilizing JIRA and Confluence which included workflow automation, automatic email notifications, ease of documentation navigation, reporting dashboard with unprecedented TAT/SLA tracking.
- Achieved over 90% pass rate in UAT rounds.

Human Stress Management (HSM) Project

- Led project planning and meetings with senior management.
- Successfully hosted an expert panel with 3 Ph.Ds. from Vietnam Psycho - Pedagogical Association.
- Successfully rolled out VPBank's first wide-scale psychological test pilot involving over 800 participants, which was later used to develop stress prediction models.
- Project featured on [VTV24](#) (with my work on the project's framework chosen as thumbnail) and [Cafebiz.vn](#)

Market Data Validation (MDV) system to Cloud Project

- Successfully secured a project budget of approximately USD 34,000 within a very demanding timeframe.
- Conducted project plan and collaborated on migrating on-prem MDV system to AWS Cloud.
- Successfully obtained sign-off for parallel pilot execution of MDV system on prem and on Cloud for results comparison on schedule.

Assisted Projects

Collection Council monthly & ad-hoc meetings

- Assisted Collection Council's secretary in: Arranging meetings between CRO and other management board members; preparing meeting materials and rolling out official minutes for bank-wide application; conducting Collection Council resolutions.

EXTRA-CURRICULAR ACTIVITIES

Company Insider project by YBOX

Assistant Manager

Hanoi, Vietnam
Aug 2020 - Mar 2021

- Managed a Public Relations (PR) team of 5 and supervised PR activities including social media & email campaigns.
- Served as Organizing Committee member for Business Case Competition (BCC) and Online Career Fair.
- Achieved ~1000% increase in engagement rate and doubled fan-page's interaction.

CERTIFICATIONS

- Google Project Management Certificate
- IBM: Data Analysis with Python; Databases and SQL for Data Science with Python; Data Visualization & Dashboards with Excel and Cognos
- IELTS: Score 8.5