LE THANH LONG

Senior Business Analyst

Contact Information:

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SUMMARY

Long has been working as IT Business Analyst for more than 04 years, in which 02 years at ACB bank, 01 year and a half at Fpt Software and 02 years at FE Credit. Along with that, Long had worked as a software tester and Quality Assurance engineer in the past.

Currently, Long is developing web applications as a developer.

HAD WORKED ON

- Web Portal applications, CRM V-tiger system as IT Business Analyst

- Title insurance applications for home buying process (Complete Closing Enterprise, RamQuestOne, Pavaso applications) as IT Business Analyst

- Core banking system testing (TCBS, TCBS-DNA) as IT Business Analyst cum Test Engineer

- Globalization and localization verification test (IBM lotus products) as Test Specialist

TOOLS & SKILLSETS

BA tools:

- Database tool: PLSQL Developer, SQL Developer Tool, Mysql Workbench

- Mockup tool: Axure

- BPMN tool: Bizagi, yEd

    Web Development tools:

- Server: Wamp Server

- Database: Mysql, PHPMyAdmin

- Web Frameworks: Symfony, Joomla

- Development IDE: Apache NetBeans

- Expertise for web development: PHP, Javascript (jQuery), HTML, CSS (Bootstrap)

    Others:

- Linux/Unix skill – basic (CentOS)

PROFESSIONAL EXPERIENCE

Feb 2018 – now

I develop web applications as a developer.

Jan 2016 – Jan 2018

Senior IT System Business Analyst - FE Credit

Job Description

Joined Business Analysis team at Fe Credit with job title of Senior IT System Business Analyst. My responsibility is to support requirements analysis to deliver projects, change requests raised by business users deployed on production.

Responsibilities include:

- Elicit, understand, and analyze business requirements received from business users

- Prepare FRS (functional requirements specification) documents based on business requirements analysis and get confirmed from business users for development

- Conduct meeting with business users, development team to officially walk-thru FRS documents

And finalize approved-versions for development

- Get Development Plan, UAT Plan from development team to keep track of projects, change requests timeline and status update

- Support to review developed applications before UAT (user acceptance testing)

- Support to verify UAT bugs, keep track of UAT bugs if any

- Work with development team for UAT bugs fixing

- Inform business users to re-test fixed UAT bugs

- Get UAT sign-off from business users once UAT phase is complete with all bugs fixed for production deployment

- Handover applications to Application Support team after production deployment

- Rework BA activities on requirements if there is requirements change requested by business users

- Attend Weekly Projects/Change Requests meeting with Management to review all projects, change requests assigned

- Support other team members on work

Technologies Used:

- Web portal applications developed based on .Net technology

- CRM V-tiger developed based on PHP

- ESB tool for data communication: IBM Integration Bus

- Oracle database, Mysql database

- Tool for mockup: Axure

- BPMN tool: Bizagi

- Database tool: PLSQL Developer, SQL Developer Tool

Projects/Change Requests:

SMS Campaign and Lead Generation for X-Sell/Top-Up products

Systems: Web Portal, SMS Gateway, CRM V-tiger

The aim of the project is to attract existing customers in eligible base with new loan offer for products X-Sell, Top-Up by sending SMS to them based on monthly-campaigns roll-out by Business Development Department. If customers interest in Fe Credit offers, they will reply SMS based on valid SMS format with SMS keyword and will be imported immediately into CRM V-tiger and Web Portal on real-time basis. No replied customers will be imported after that into V-tiger and Web Portal after 03-day expiration waiting for reply.

Customers De-Dupe Checking

System: Web Portal

The aim of the project is to develop a web-based tool to help Risk Department to check customers de-dupe (duplicate), customer's mobile phone de-dupe for fraud detect to reduce loss. Customers' information is stored in F1 CAS database. Checking de-dupe base on Customer Name, Customer's National ID, Customer's Date of Birth, Customer's mobile phone.

Pre-scoring Checking tool for PL, TW, CDL products

The aim of the project is to implement web-based tool to help credit consultants (CC users), sales users

Of Sales Department to do pre-scoring customers in case they want to apply for PL, TW, CDL loan when consulting customers.

Policy Rules to be checked are defined by Risk Department. If customers are unqualified, they will be rejected by CC users, Sales users beforehand without entering loan applications in F1 CAS system for underwriting.

Calls Scoring Application (CSA) for Quality Assurance (QA) team of Collection department

System: Web Portal

The aim of the project is to build an application for QA team of Collection department to do scoring of calls made by collectors. Calls are conducted based on call-scripts and calls data are recorded in CIS system and be synchronized to Data warehouse (DWH) daily. QA users selects calls from DWH to do scoring the calls and make reports of QA activities requested by management.

Calls Scoring Application (CSA) for Quality Assurance (QA) team of Telesales Department

System: Web Portal

Principal is similar to the above CSA: QA users will do scoring of calls made by Telesales Department.

EMI Calculator Tool

System: Web Portal

The aim of this change request is to build a web-tool for CC users from Sales Department to calculate monthly installment in advance based on loan amount, loan term, and interest rate (both cases: normal interest or interest with moratorium) when consulting customers.

Compliance Control System

System: Web application by IBM Notes

The aim of the project is to develop a web application with CMS contents and allows users from Legal Compliance Center to create compliance request to assign to each departments for carry-out, keep track of compliance implementation status of each departments, and supports reporting of carry-out status. Compliance is made based on promulgated documents by Directors Level.

Sending Disbursement Details to Dealers for Finacle loan contracts

System: Web Portal

The aim of the change request is to allow Payment Accountants from Payment Department get disbursement details of loan contracts in Finacle LMS (Loan Management System) based on disbursement date to display in Web Portal and send it to Dealer.

Enhance Hardcopy Archiving Storage Application (HASA) of loan contracts

System: Web Portal

The aim of the change request is to add card bundling contract that belongs to TW, CDL contracts, main card, supplementary cards and card insurance information in HASA system. This system is used by Contract Processing Department.

Printing Online Repayment Schedule

System: Web Portal

The aim of the change request is to allow CC users to print online repayment schedule once the loan application is approved by underwriting in F1 CAS but not ended in F1 CAS and has not moved to Finacle LMS system yet.

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Jun 2014 – Nov 2015

Business Analyst - Fpt Software

Job Description

Joined business analysis team at Fpt Software with job title of Business Analyst. My responsibility is to support business requirements of projects involving home buying in USA.

Responsibilities include:

- Conduct meeting to transfer requirements to development teams for implementation.

- Write SRS (software requirements specification) documents based on Use Case-related business requirements documents received from customers for development teams to implement.

- Make QnA (Questions and Answers) with customers to clarify unclear points regarding requirements

- Transfer feedback from customers to development teams based on QnA list

- Answer any questions regarding requirements raised by development teams

- Support to test around developed applications when packages are ready for internal testing after coding phase before moving to UAT (user acceptance testing) phase by customers.

- Update SRS documents based on requirements change requested by customers.

- Research for title insurance domain knowledge

Technologies Used:

- Home buying applications: Complete Closing Enterprise, RamQuestOne, Pavaso applications

- Tool for mockup: Axure

- Database tool: Microsoft SQL Server 2012

Projects:

CDF (Closing Disclosure Form) project:

Application: CCE (Complete Closing Enterprise)

The aim of the project is to implement a web-based CDF in CCE application for home buying process. The CDF discloses all fees, costs and the amounts that home-buyer and home-seller must be charged on the day of home closing. The CCE application is a windows application that supports all related parties (home buyer, home seller, Lender, Closing Agent) conduct home closing.

WTG (Western Title Group) project:

Application: RamQuestOne (Windows application)

The aim of the project is to maintain new features and requirements change requested by customers on RamQuestOne application. The application is a windows application that supports all related parties (home buyer, home seller, Lender, Closing Agent) conduct home closing.

Pavaso project:

The aim of the project is to implement new features and requirements change requested by customers on Pavaso applications. The system is a web-based multi-applications that support all related parties (home- buyer, home-seller, Lender, Closing Agent) conduct home closing electronically (e-Closing).

ALTA (American Land Title Association) project:

The aim of the project is to build a new web-based system with new database design based on existing system of ALTA. The system allows members of ALTA to search for information of Closing Agents through the nation.

Aug 2013 – Mar 2014

Senior QA Engineer - Cosatech Vietnam

Job Description

Joined the Quality Assurance team at Cosatech Vietnam for CBOE (Chicago Board Options Exchanges) projects with job title of Quality Assurance Engineer (QA Engineer). CBOE projects involve in building many surveillance applications to detect and deter manipulative activities in options trading/stocks trading on Options/Stocks Exchanges in Chicago (CBOE). The job handled is to support QA manager in building and reviewing and auditing QA process for applying in software development lifecycle. This is truly required as the company has fast growth in CBOE projects coming and number of employees recruiting.

Projects:

8064 – Reg GUI Maintenance 2

The aim of the RegGUI Maintenance 2 project is to address several RegGUI defects and enhancements related to Regulatory surveillance applications.

8065 – CBSX Pre-Arranged Trading Enhancements

The goal of CBSX – Pre-Arranged Trading Enhancements project is to enhance the CBSX Pre-Arranged Trading applications as a result of issues identified and enhancements requested.

8105 – Enhance Automation VIX Settlement Review

The goal of the Enhance Automation of VIX Settlement Review project is to implement a WBS surveillance application to detect and deter the manipulation of the expiration settlement price process for volatility index futures, security futures, and volatility index options products.

Responsibilities:

- Support QA manager building QA process, QA templates, QA Review Checklists

- Work as QA staff for many CBOE projects

- Join project team meetings as role of QA staff

- Read and understand functional requirements documents of CBOE projects

- Make QA plans for review and audit for projects

- Review and audit Test Plans/Test Cases/Traceability Matrix files/Test Reports/Test Results/Bug tracking files created by project teams by checklists

- Review and audit other required documents created by the team (functional requirements documents, technical design documents, post project review, …)

- Review and audit process steps compliance by project teams during project time

- Make QA review and audit result reports

- Support project teams testing during testing phase

- Support team members on work

- Support QA manager interviewing candidates for recruitment

- Attend QA team meetings, training courses, English classes set up by the company

Technologies Used:

- Platform: Window XP, VMWares

- Testing type: manual testing (Web application testing)

- Database: Oracle

Jul 2011 – May 2013

Business Analyst cum Test Engineer – Asia Commercial Bank

Project: TCBS DNA (The complete banking solution system)

Project Description:

The goal of the project is to develop functionalities of core banking system in .Net version of TCBS (called TCBS – DNA) in accordance with business of ACB for replacing the existing TCBS. Functionalities include GAPs between the existing TCBS and this .Net version of it and totally new ones to the existing core banking system. They must be fully-compliant to the current business and processes of ACB.

Responsibilities:

- Finish training courses: CSR (Customer Service Representative) General Knowledge course, Deposit course, Loan course, Business Analysis course, TCBS - CSR, TCBS - Teller, TCBS - LoanCSR, SQL course for Banking.

- Participate on defining GAPs between current TCBS and TCBS-DNA that should be developed on this .Net version of TCBS-DNA to meet the business requirements in Business Analysis team and GAP/New functionalities are transferred to AICT company for development

- Participating on testing TCBS-DNA in the testing cycle at AICT company, which includes the following:

  - Prepare test environment for the testing

  - Write/execute test cases to test developed functionalities basing on GAPs Specification/Functional Requirements on core banking system and information records in tables of oracle databases

  - Communicate with developers and submit bugs for fixes during testing

  - Report and keep tracking bugs for fixes

  - Sign off the report upon completion of tested profiles for User Acceptance Test phase

  - Support team members on work

- Other tasks assigned by Manager if any: retrieve customers/customers' accounts information as required, translation of needed documents from English into Vietnamese, support testing of speed connection with core banking system.

- Attend training courses set up by ACB.

Profiles to be tested: Fingerprints Verification on transactions, bank drafts issuance, modification of the profiles of branches and customers

Technologies Used:

- C#, .NET Framework 3.0

- Operating system: Windows XP

- Database: Oracle

Apr 2009 – Apr 2011

Test Specialist - IBM Vietnam

Project:

Lotus Symphony 1.3, Lotus Form 351, Portlet Factory 6.1.5, Lotus Foundation 120, Lotus Sametime 8.5, Portal 7.0, QPG83, Quikr Connector 850, Lotus Form 400, Quikr Connector 90, Smart Business 211.

Project Description:

Joined the team at IBM Vietnam with job title of Test Specialist. The job handled is to support globalization testing of IBM software. The goal of globalization testing is to detect potential problems in application design that could inhibit globalization. Globalization testing makes sure that the software works with all international support without breaking functionality that would cause either data loss or display problems. Globalization testing checks proper functionality of the product with any of the culture/locale settings using every type of international input possible.

Responsibilities:

- Prepare test environment for globalization testing

- Define UI changes in this version of the localized products basing on UI walkthrough or using Beyond Compare tool

- Write, modify and review test cases and submit them to test lead for approval of use in translation verification test (TVT) cycle.

- Perform preTVT basing on written test cases for specific languages before official formal TVT phase executed by native testers

- Communicate with Developers, submit and track bugs on the TCT tool (translation communication tool) during preTVT cycle

- Communicate with and support native testers in TVT cycle via email, chatting

- Track bugs on the TCT tool during TVT cycle

- Report and keep tracking bugs for fixes

- Communicate with colleague team in Beijing and Manager team in Taiwan in process of testing cycle and lesson- learn via voice conference, email, chatting.

- Support team members on work

- Attend workshops setup by testing team and IBM global delivery center.

- Enroll online-courses at internal IBM-sites for self-learning

Technologies Used:

- Platform: Window XP in native languages, virtual machines with native operating systems

- Testing type: manual testing

- Products: installed products to be localized with MUI language packs

- Database: DB2

EDUCATION & PROFESSIONAL CERTIFICATION

- Bauman Moscow Technical University (BMSTU), Russia (2008) - Engineering of Automatic Control Systems