PHAN THU HANG

Business Analyst

Contact

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About me

Business Analyst with 3+ years of experience, seeking opportunities to contribute to business growth while continuously enhancing skills in a dynamic environment.

Education

Business Administration (2018 - 2022) at Keuka College - Duy Tan University

Skills

- Mockup, Prototype: Figma, Axure
- Diagram: BPMN, ERD, ...(Draw.io)
- Document: Microsoft Office, Google Docs, Confluence
- Project management: Jira, Trello, Excel, Agile, Scrum
- Database: SQL
- API testing: Postman

Certificates & Achievement

- Professional Scrum Master I
- Ielts 6.0
- Outstanding Employee Award 2024

Experience

Business Analyst

Viettel Solutions   10/ 2022 - Present

- Acted as Lead Business Analyst for two core company products and multiple client projects, driving requirements elicitation and translating business needs into clear functional specifications.
- Produced and managed key BA deliverables including BRD, SRS, API Specifications, wireframes, and prototypes, ensuring alignment with stakeholder expectations.
- Partnered with PO, PM, Developers, QA, and end users across the SDLC, including backlog refinement, internal acceptance testing, and supporting UAT.
- Facilitated stakeholder workshops and training sessions to ensure smooth adoption of delivered solutions.

Impacts

- Delivered and implemented solutions for major clients (Abbott, Vinasoy, Cholimex, Nutifood, May 28 Corporation), ensuring successful acceptance and stakeholder alignment.
- Optimized business processes (display audit, customer service, document management) and rapidly adapted to goverment regulatory changes (Circular 40 on tax collection for household businesses and decree on reorganization of administrative areas).

Business Analyst

Go Tecq   01/ 2022 - 09/ 2022

- Owned a sub-module in the healthcare app ecosystem, collaborating with the Product Owner to clarify and document business requirements.
- Performed post-release functional demos for the team and PO to validate features and collect feedback.

Projects

- **DMS:** Distribution management across sales channels.
- **E-commerce:** Online ordering platform for end customers.
- **CRM:** Customer data management, service, and support.
- **Tessel AI:** AI-based retail display image scoring.
- **V-Office:** Document management & approval workflows.