



FRESHER BUSINESS ANALYST

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I have over 1 year of experience in testing IT projects, most of that time I worked in the e-commerce domain. I am seeking opportunities to become a professional Business Analyst to build my domain knowledge in highly demanding fields such as banking, insurance, e-commerce, etc.

WORK EXPERIENCE

FPT Software Academy • Business Analyst Trainee

2023/01 - 2023/03

Projects:

- Online Library Management System
- Responsibilities:
 - Elicit requirements from the customer
 - Analyze, research and manage requirements changes
 - Create diagram: Usecase diagram, BPMN, flowchart, ER diagram
 - Write documentation: System Requirement Specification, user stories, use case specification
- Design UI/UX
- Domain: Library Services
- What I learned:
 - Requirements elicitation techniques
 - Analytical thinking
 - Conflict resolution
 - The business domain of Library Services
 - Figma to design mockups and UI sketch
 - Draw.io to draw design diagrams

CMC GLOBAL • Quality Assurance

2022/09 - 2023/03

Projects:

- E-commerce website (Sep 2022 - Mar 2023)
- Responsibilities:
 - Analyze project SRS document
 - Create test cases and test plans
 - Co-operate with developers and business analysts to ensure the best product quality.
 - Execute API tests using Postman.
- Domain: E-commerce
- What I learned:
 - The business domain of E-commerce
 - Scrum process & working in a cross-functional team
 - Draw.io to visualize my ideas to colleagues

HCL Technologies • Data Quality Assurance

2021/08 - 2022/09

Projects:

- A data warehouse for Prudential (Aug 2021 - Sep 2022):
- Responsibilities:
 - Collect requirements directly from Hongkong customer
 - Create data pipeline jobs to load customer data into the customer's data warehouse.

EDUCATION

FSOFT ACADEMY

12/2022 - 03/2023

Business Analyst Trainee

Hanoi University

09/2017 - 07/2021

Bachelor of Software Engineering

SKILLS

Language:

English, Vietnamese (native)

Professional:

- Basic knowledge of UML diagrams.
- Good knowledge of SQL.
- Good skills in creating test plans and test cases.
- Knowledgeable of Web API and using Postman to test Web APIs.
- Good knowledge of HTML/CSS.
- Basic UI design skills using Figma.
- Basic knowledge of Python.

Soft skills:

- Strong teamwork and cooperation.
- Strong communication skills, especially with English-speaking clients.
- Good English documentation.
- Self-motivated and adaptive to changing environments.
- Good stress management.
- Attentive to details.

- Use SQL to check and ensure that customer data has been loaded successfully and correctly.

- Report directly to the Indian Reporting Manager.
- Support new members to study the data warehouse.
- Domain: Insurance
- What I learned:
 - The business domain of Insurance
 - Data warehousing, how to define high-quality data
 - Jira for task management
 - Communication with international clients
 - Using DB2 database (similar to Oracle)

HCL Technologies ● Intern Software Engineer

2021/01 - 2021/06

Projects:

- Java e-commerce web (Mar 2021 - Jun 2021)
 - Responsibilities:
 - Decompose high-level requirements into feasible batches of deliverables
 - Create database structure and migration scripts
 - Create UI design and implement UI using HTML/CSS/JS
 - What I learned:
 - Decomposition of requirements into features
 - Using Oracle database
 - Using Figma to create high-quality UI design

HONORS & AWARDS

2021:

HANU Test English - 6.5 Band (equivalent to IELTS)