

# Nguyen Ngoc Lam (Liam)

## Business Analyst

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## Summary


I'm a final-year software development student seeking a fresher Business Analyst role to apply and enhance my analytical and communication skills. I aim to grow into a seasoned BA, bridging gaps between stakeholders and technical teams, with a commitment to continuous learning and future leadership.

## Education

**Ho Chi Minh City University of Industry and Trade**

 Ho Chi Minh City, Vietnam

*Engineer of Information Systems* GPA: 3.59/4.0

 2021 – now

## Certifications

[IBM Data Analyst](#) 

Coursera

Aug 2023

[Google Data Analytics](#) 

Coursera

Jul 2023

## Work experience

**S3 CORPORATION (S3CORP)**

**Aug 2024 – November 2024**

Business Analyst Intern

- Gathered and analyzed client requirements, converting them into clear documentation (e.g., BRD, SRS).
- Created wireframes, mockups, and prototypes using Figma and Balsamiq to support the development team.
- Collaborated with cross-functional teams to define user stories and acceptance criteria.
- Conducted UAT (User Acceptance Testing) and provided feedback to ensure the quality of deliverables.
- Utilized Jira for task tracking and project management.

## Skills

### Business Analysis and Technical Skills:

- Requirement Analysis: Skilled in gathering and documenting client requirements using tools like BRD and SRS.
- Wireframing and Prototyping: Proficient in creating wireframes and prototypes using Figma and Balsamiq.

- Database Management: Experienced with SQL Server, MySQL, SQLite, MongoDB, Neo4j, and Cassandra for database design and management.
- Programming and Frameworks: Proficient in HTML, CSS, JavaScript, C#, Java, .NET/ASP.NET, Flutter Framework, and Entity Framework for development tasks.
- Tools and Platforms: Experienced with Git/GitHub, Docker, and Jira for version control, containerization, and task tracking.
- Communication and Collaboration: Strong in stakeholder engagement, defining user stories, and facilitating cross-functional collaboration.

### Awards received

"Fast Code" Award and Consolation Prize in the "Finding Talents and Innovative IT Products in the Digital Age" competition at HUIT (2022).

Excellent Student Award (2021-2024)

Merit Scholarships for every academic semester (2020-2024).

Enhancing Career Skills for Vietnamese Youth( Awarded a full scholarship by UAN Network for an unlimited Coursera course. 2023 - now)

### Projects

Personal Project	Name	BUILDING A DATA WAREHOUSE FOR BUSINESS ANALYSIS IN A CLOTHING STORE
	Description	<p>Designed and implemented a Data Warehouse to optimize business operations for a retail clothing store. Key tasks included:</p> <ul style="list-style-type: none"> <li>- Data integration and cleaning using SSIS for ETL processes from sources like POS, CRM, and Excel.</li> <li>- Developing OLAP cubes in SSAS for multidimensional analysis.</li> <li>- Creating dashboards and reports with Tableau and MDX to analyze sales, trends, and inventory.</li> <li>- Delivering actionable insights through dynamic visualizations.</li> </ul> <p><b>Source:</b> <a href="#">GitHub Link</a></p>

Personal Project	Name	Clothing Online Store (Website)
	Description	<p>Led the backend development for an online clothing store website. Key contributions:</p> <ul style="list-style-type: none"> <li>• Built backend features using ASP.NET, Entity Framework, SQL Server, and Ajax.</li> <li>• Designed customer interfaces for registration, login, product search, cart management, and payments via Visa...</li> </ul>

		<ul style="list-style-type: none"> <li>Created admin interfaces for user management, product CRUD, and revenue analysis.</li> <li>Ensured efficient Git flow and seamless code merging for the team.</li> </ul> <p><b>Source:</b> <a href="#">GitHub Link</a></p>
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Graduation Thesis	Name	Spotiny (Music Android App)
	Description	<p>Led the development of a music app with functionalities like:</p> <ul style="list-style-type: none"> <li>Built with Java, Firebase, and Android Framework for both frontend and backend.</li> <li>User features include song search, playlist management, and media playback...</li> <li>Admin features for managing user accounts and CRUD operations for songs.</li> <li>Integrated Zingmp3 API for song data and used Firebase for authentication.</li> </ul> <p><b>Source:</b> <a href="#">GitHub Link</a></p>

Internship Project	Name	Food Delivery App
	Description	<p>Contributed to the development of a food delivery app by creating essential documentation and design elements, including:</p> <ul style="list-style-type: none"> <li>Developed BRD and SRS to define and document project requirements.</li> <li>Designed WBS and BPMN diagrams to outline workflows and processes.</li> <li>Created wireframes and mockups to visualize user interfaces.</li> <li>Managed Jira tickets for task tracking and project coordination.</li> <li>Drafted and executed UAT plans to ensure the app met client expectations and requirements.</li> </ul> <p><b>Source:</b> <a href="#">GitHub Link</a></p>