

NGUYEN THAI VIET LONG

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SUMMARY

As an aspiring Business Analyst with a Bachelor's in Information Systems and extensive training in Wireframes, Workflow, and crafting documents such as BRD, SRS, FRS, I bring a solid foundation to product development. With 1 year of hands-on experience in developing B2B SaaS products, I embody a strong learning mindset and a customer-centric approach, enabling me to effectively collaborate in product development endeavors.

EDUCATION

Saigon Univeristy

2020 - 2024

Bachelor's Degree in Information System

Product BA Course | HiStart Academy

04/2023 - 10/2023

SKILLS

Soft Skills: Research, Customer Empathy, Problem Solving, Critical Thinking

Technical Skills: SQL, Python, Modeling(UML, BPMN), Agile

Tools: Draw.io, Figma, Balsamiq, PowerBI, Flowchart, Odoo, Trello, Notion, Jira, Confluence

EXPERIENCE

Smartlog | Business Analyst

06/2024 - Present

- Collecting requirements from the implementation team, crafting functional specifications, and achieving **90% accuracy** in delivering features per customer needs.
- Involving in large-scale projects like TTC and Nutrinest, integrating systems such as Oracle, SAP, Digi-factory, and CRM to enhance operational efficiency.
- Engaging with clients through surveys, workshops, and meetings to propose solutions and coordinate task assignments for developers, resulting in **100%** Sprint completion.
- Performing UAT on developed features, confirming **100%** compliance with customer expectations before deployment.

Project Identify Positive and Negative Comments | Team Leader

01/2024 - 04/2024

- Developed and integrated a machine learning-based data collection system **within 2 months**, gathering and processing **100,000 data** entries for a Steam-based learning model.
- Aided content creators in identifying channel issues, resulting in a 50% reduction in time spent pinpointing problems.

Project Data Analysis | Data Analyst

09/2023 - 12/2023

- Developed and trained **machine learning** models to forecast Contoso's profit margins, achieving accuracy levels exceeding **90%**.
- Conducted a thorough analysis of Contoso's financial issues, successfully identifying the root causes of the company's economic situation.
- Efficiently processed **over 600,000** data entries across 17 columns without data reduction, successfully deploying the enhanced system.

Project Logistic (Economy Express Delivery) | Business Analyst

04/2023 - 10/2023

- Enhanced UI/UX workflows and customer journey mapping, facilitating a comprehensive understanding of the entire system.
- Improved workflow visualization and efficiency by creating and documenting **BPMN** processes.
- Developed and implemented a comprehensive **Software Requirements Specification (SRS)** document, detailing both functional and non-functional requirements, user stories, display rules, and business guidelines.

T4Tek | Intern Business Analyst

07/2023 - 10/2023

- Developed **11 wireframes** and 11 workflow diagrams using Figma, Draw.io designs for a Human Resource Management (**HRM**) system within **1 week**, which comprehensively outlined the system's interface and pathways for user interactions.
- Analyzed and documented user functionalities for the **ODOO POS** module through Use case, enabling customization of POS features to enhance flexibility and user satisfaction.

ACHIEVEMENTS

IIG Vietnam TOEIC R&L: 745, TOEIC S&W: 260

01/2024 - 01/2026

The Student Union of Saigon University Top 7 Strategies to Impress Employers

02/2023 - 05/2023

Awake Your Power Graduated the High Influence Public Speaking 2022

10/2022 - 12/2022

Ho Chi Minh City Union Top 25 City-Level Student Leadership Contest 2022

04/2022 - 06/2022