

TRAN YEN NHI

Business Analyst / Product Owner



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• [trannhi-portfolio](#)

Business Analyst & Product Owner with 1+ year of experience in requirements analysis, documentation, and system testing. Proficient in Agile/Scrum with strong cross-functional collaboration skills, supporting the delivery of fintech and digital banking solutions. Seeking to advance into a Senior BA/Product Manager role with a focus on improving user experience and operational efficiency.

Experience

Business Analyst/Product Owner

2024-2025

Atom Solution – Ho Chi Minh City

Project - Digistore

Digital platform centralizing merchant onboarding, transaction management, and fee-routing for multi-bank operations.

Responsibilities: Analyzed end-to-end onboarding flows, developed BRD/SRS, defined transaction fee rules, and mapped multi-bank routing. Coordinated SIT/UAT with Dev-QA to ensure accuracy of transaction and merchant data.

Impact: Improved processing efficiency for merchant onboarding & transaction handling by 20-30%. Enhanced data accuracy and transaction reporting, enabling faster reconciliation and financial accounting.

Project - Open API/Open Banking

Platform enabling partners to explore, test, and integrate banking services through sandbox and production environments.

Responsibilities: Designed developer journeys, created API specs, approval flows, and technical documentation. Performed API testing (Postman), standardized response format and error-handling scenarios.

Impact: Shortened partner integration and go-live timelines by 20-25%. Improved API consistency and reduced onboarding queries through clearer documentation.

Education

Ho Chi Minh University of Banking

2019-2024

- Management Information Systems (MIS)

Skills

- **Business Analysis:** BRD, FRD, SRS, User Stories, Use Cases, Process Flow, Wireframes
- **Testing:** SIT, UAT, Functional Testing, API Testing
- **Technical:** RESTful API, SQL/PostgreSQL, JavaScript, HTML/CSS, C#, OOP
- **Tools:** Jira, Confluence, Figma, Draw.io, GitHub, Postman, Swagger
- **Soft Skills:** Analytical Thinking, Communication, Stakeholder Management, Teamwork, Multitasking