



# Hoang-Anh Pham

phamhoanganh2901@gmail.com ✉

0968689608 📞

Hanoi 📍

29 January, 1997 📅

## EDUCATION

### English language

High school for Gifted Students of Hanoi  
National University of Education

2012 – 2015

- Achievement
- IELTS 7.5

### Information Technology

FPT University

2015 – Present

## WORK EXPERIENCE

### Software Developer

FPT Software

01/2018 – 04/2018

- Achievements/Tasks
- Develop/Code clients' project

### Business Analyst

FPT Software

05/2018 – 12/2018

- Tasks
- Analyze clients' needs, business requirements
- Writing SRS documents for IT projects
- Design projects' system flows
- Communicate with developing teams specifying requirement for building the system
- Communicate with clients for building business requirements
- Recommend technological solutions
- RPA (Robotic Process Automation)

### Business Analyst

VNDirect Corporation

04/2019 – 05/2019

- Tasks
- BPM System (Business Process Management)
- Write Business Process Documents

### Business Analyst

Pan American Travel

11/2019 – Present

- Tasks
- Document Business Process Document
- Modelize business process
- Bridge the gap between business problems and technological solutions (Bitrix24)

## SKILLS

Communication

Teamwork

Adaptability

Computer Languages

Event Planning

Critical Thinking

Writing

Travel Arrangements

Strategic Planning

## EXTRA-CURRICULAR ACTIVITIES

FPT Camp/Volunteer

- Senior student volunteer
- Organize events/games/activities

Eloquence English Contest/External relationship leader

- Manage team of sponsor seekers
- Plan sponsorship strategies

No Shy English Club/Vice-President

- Oversee budgeting, reporting, planning
- Build relationships with university departments
- Manage/Allocate human resources
- Provide oversight in club events

FPT School/IELTS Teaching Assistant

- Support native English-speaker teachers
- Manage classes

The 6th ASEAN Plus Three Junior Science Odyssey/Takecare Volunteer

- Manage/Support teams of candidates
- Co-ordinate activities/events