



DUONG BAO TAM



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SUMMARY

I am a recent University of Information Technology Undergraduate with a major in Information System with a strong grasp of business analysis skills and a good command of English (TOEIC: 935/990) through self-study and by working on projects. My career goal is to become a skilled business analyst, collaborating with others to create high-quality products.

WORK EXPERIENCE

Business Analyst Internship , WeebPal Technology Corporation

Feb 2024 - May 2024

Projects:

- Menu Nerd - An SAAS external booking restaurant
(<https://weebpal.com/case-study/project-showcase-saas-external-booking-restaurant>)
- Mine Hotel Booking - Dedicated Solution for Hospitality Industry
(<https://mineticket.com/solution/mine-hotel-booking>)
- Mine Event Ticket - Dedicated Solution for Event Industry
(<https://mineticket.com/solution/mine-event-ticket>)
- Mine Flat Ticket - Dedicated Solution for Exhibition Industry
(<https://mineticket.com/solution/mine-flat-ticket>)

Description:

- Constructed a detailed Work Breakdown Structure (WBS) for each project, enhancing the team's understanding of project scope and tasks.
- Wrote comprehensive test cases and test data, and implemented the testing process, which improved the quality of the products.
- Built comprehensive mind maps based on requirements, which improved the clarity of project goals and deliverables.
- Crafted detailed User Guide and Project Document, enhancing the understanding of project scope and reducing scope creep.
- Designed wireframe that were instrumental in visualizing the end product, leading to a reduction in design-related changes during the development phase.

EDUCATION

University of Information Technology (UIT)

Sep 2020 - Aug 2024

Information System

- Skilled in business and data analysis.
- Engaged in extracurricular activities, fostering teamwork and problem-solving abilities.
- GPA: 8.02/10

CERTIFICATE AND AWARD

Online Certificate

Mar 2024 - June 2024

- Agile Scrum Master by Simplilearn
- Business Analysis & Process Management by Coursera
- Career Essentials in Business Analysis by Microsoft and LinkedIn

English Certificate

Aug 2023

- Toeic: 935/990

Scholarship

Sep 2021 - Dec 2021

- Top 2 scholarships majoring in Information Systems

SKILL

- Technical Skills: Project Management, Wireframe, WBS, UML diagrams, Test Case
- Languages: Vietnamese (Native), English (Professional working proficiency, able to communicate effectively in both spoken and written forms)
- Programming languages: Python, JavaScript, C++
- Query languages: SQL
- Tools: Visual Studio, SQL Server, Balsamiq Wireframes, MindMeister, Trello, Odoo, Draw.io, Excel, Figma.

PROJECT

Project: Enterprise Resource Planning

Sep 2023 - Dec 2023

Topic: Application of ERP in the Wine Shop Business Model

Link: <https://github.com/tamcow/ERP-Project>

The objective of this project is to apply Enterprise Resource Planning (ERP) to the business model of Kim Hanh Wine Shop, a small business with 5 employees operating under a B2C model.

The application of ERP aims to improve the following: Customer service quality; Sales efficiency; Purchasing efficiency; Inventory management efficiency; Accuracy and transparency in bookkeeping and financial reporting.

The tools used in this project include:

- Odoo ERP system
- Direct interview method, data collection from the ERP system, data analysis

Project: Data Warehouse and OLAP

Mar 2023 - Jul 2023

Topic: Analysis of Amazon Online Sales Data from 2020-2021

Link: <https://github.com/tamcow/OLAP-Project>

The objective of this project is to collect and analyze data on Amazon's online sales from 2020 to 2021.

- The tools used include Visual Studio, SQL Server, Power BI, Excel Pivot, Google Collab, and Jupiter Notebook.
- The languages used are Python and SQL.

Project: E-commerce Project Management

Sep 2022 - Dec 2022

Topic: Pet Shop Management System

Link: <https://github.com/tamcow/E-commerce-Management-Project>

In this project, our team developed a system management application for employees to manage pet care, purchase items, and other services that need to meet the following problems: System management and customer purchase activities.

- The tools used include: Netbeans, MySQL.
- The languages used are Java and SQL.
- Method: Agile (Scrum) process.