



NGUYỄN QUANG DƯƠNG

Fresher/Junior Business Analyst

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EDUCATION

Oct 2017 - July 2021 **Foreign Trade University**
Major: External Economics
Bachelor's Degree

WORK EXPERIENCE

July 2022 - November 2022 **True Skill Center - K15**
BA - PO Trainee
Responsibilities in the BA project (ERP domain):
Phase 1: Business Requirements Analysis
- Reading and analyzing overall business picture of a logistic company.
- Eliciting and managing stakeholders information. Identifying business painpoint and problems.
- Demonstrating Business process model through BPMN 2.0
- Produce an IT solution for the business problem (Including end user web portal, end user mobile app, inventory management system, CRM). Proposing IT solution to the stakeholder.
Phase 2: Product Design and Development
- Create Solution/Project scope
- Drawing solution mockups/wireframes in Figma/Balsamiq.
- Preparing SRS, BRD, Use case Diagram for the Product.
Responsibilities in the PO project (Services and e-commerce domain):
Phase 1: Business Requirements Analysis
- Market research, pinpoint market needs
- Define Solution, business scope
Phase 2: Product Design and Development
- Create Solution/Project scope, User story, ERD
- Managing product backlog in Jira.
- Write user stories matrix
- Create mockups/Wireframe
- Write Test cases

November 2021 - October 2022 **Halong Financial Group JSC. (halongpay.com)**
HalongPay Customer Support (fintech domain) (Full-time)
- Monitoring customer requests:

- Respond to requests for customer's support, via omni channels (email, website, facebook messenger, etc.)
- Operate through the company's help desk CRM software
- Inform management of recurring problems and difficulties for our customers
- Making activity reports.
- **Supporting customers on how to get started and how to use the service (mobile application):**
 - Advise customers on appropriate actions.
 - Stay up-to-date with system information, app functions, changes and updates.
 - Update tutorial manuals for new and revised features of the app.
- **Resolving customer issues:**
 - Identify and resolve the issues from the customers
 - Redirect issues to the correct department (Technical support, Operation,...) to resolve the issue.
 - Track and route problems and requests and document resolutions
- **Supporting operation manager in data analysis:**
 - Update competitors pricing strategies in GG sheet, visualize data in graphs and charts to look for patterns through the period.
- **Managing website, CMS:**
 - Creating and updating website content through CMS
 - Testing website and CMS functions and make user manual for CMS user.

February 2021 - July 2021

Giao Hang Tiet Kiem JSC.

Sale/ Marketing (Full-time)

Main responsibilities:

- Search new markets and customers
- Support customer in managing orders and resolve customer issues
- Develop business development strategy with leaders and teammates

July 2020 - February 2021

Ha Phu Vietnam Co Ltd.

Marketing executive (Part-time)

Main responsibilities:

- Telesales
- Contact suppliers for orders and shipping.
- Check inventory for new orders
- Manage orders, website, Alibaba site,...
- Seeking new markets for export

HONORS & AWARDS

2017

"Hoa Trang Nguyen" Award 2017

2018

Consolation Prize, Scientific Research Competition (University Level)

KEY SKILLS AND COMPETENCIES

General Skills and Competencies	<p>Good conversational and writing skills in English and Vietnamese</p> <p>Knowledge and experience of customer service practices</p> <p>Related experience and training in providing help desk support</p> <p>Working knowledge of CRM, CMS software</p>
BA/PO Skills and Knowledge	<p>Hardskill:</p> <p>Drawing BPMN 2.0</p> <p>Drawing wireframe/Mockup</p> <p>Drawing Use case diagram</p> <p>Creating ERD Documentation (SRS, User story)</p> <p>SDLC (Agile, waterfall)Backlog Management</p> <p>Softskill:</p> <p>Presentation</p> <p>Problem Solving</p> <p>Teamwork</p> <p>Logical thinking</p> <p>Analytical thinking</p> <p>Critical thinking</p>