# BILL TRAN
*Business Analyst Intern*

- 📅 23/06/2000
- 👤 Male
- 📞 0947438017
- ✉️ tung.tran@tcu.edu
- 📍 Thanh Thai, Cau Giay, Hanoi
- ℹ️ https://www.linkedin.com/in/tung-tran-23062000/

## CAREER OBJECTIVES

Technology has changed the world incredibly fast, which leads to higher demands of customers, including both enterprises and consumers. As intermediaries, logistics service providers have to face many challenges in order to meet customers' expectations. Being fascinated by logistics as well as technology, I am passionate about bringing the value of technology & data analytics into the world of logistics & supply chain.

## SKILLS

SQL

Python

MS Power BI

MS Excel

MS PowerPoint

## 🎓 EDUCATION

**TEXAS CHRISTIAN UNIVERSITY**                    8/2018 - 05/2022
Major: Business Information Systems | Minor: Finance
GPA: 3.87/4.00

## 💼 EXPERIENCE

**MISA JSC**                    **07/2020 - PRESENT**
Business System Analyst Intern

- Examine and model current business procedures with the involvement of 8 current backend systems, 20 software products, and 10 departments across the organization to demonstrate the flow of data and interaction of systems to the Board of Management.
- Identify business system issues which include decentralized databases, duplicate and outdated data of customers, along with lack of Business Intelligence solutions to support business activities.
- Collaborate with Development Team to recommend solutions for improving and restructuring company procedures.
- Gather requirements from the Board of Management and 9 departments to understand what metrics each department uses, map out data needed, and build interactive dashboards for each department.

**NNR GLOBAL LOGISTICS**                    **04/2020 - 06/2020**
Technology & Digital Promotion Intern

- Assisted Technology & Digital Promotion Manager in digitalization projects that focus on identifying room for operational excellence improvement.
- Gathered necessary documents and requirements from Import - Export departments and created analytical process maps where key business processes/decisions can be evaluated and justified.
- Researched about implementation of Optical Character Recognition (OCR) in automating business processes and reducing the use of paper in operation and storage.

**"DIGITIZING LOGISTICS INDUSTRY" BOOK**                    **01/2020 - 05/2020**
Co-Author

- Collaborated with 20 other Supply Chain professionals, experts, and professors in the United States, China, and Germany to write a book about the current state of modern technologies in logistics such as Artificial Intelligence, Blockchain, IoT, etc.
- Contributed a chapter about applications of Blockchain-based Smart Contracts in International Trade surrounding three main points: paperless trade, trusted payments, and information symmetry.
- Reviewed and edited a chapter about the implementation of Autonomous Guided Vehicles in Indoor and Outdoor Transport System Automation, especially drone adoption in logistics.

**VIETNAM CHAMBER OF COMMERCE AND INDUSTRY (VCCI)**                    **09/2019 - PRESENT**
Project Founding Team Member

- Participate in a project with the Vietnam Chamber of Commerce & Industry and General Department of Customs to build a business intelligence platform that aims at supporting over 11,000 logistics companies in Vietnam to gain insights into the market, reduce customer acquisition costs, and leverage competitive their competitive advantages.
- Build rapport and manage strategic relationships with partners in the U.S, especially Panjiva – a subsidiary of S&P Global Market Intelligence.

- Worked with VCCI and other governmental organizations to host a conference that guided nearly 100 SMEs to prepare for European Union – Vietnam Free Trade Agreement (EVFTA) and Vietnam new customs clearance procedures.