

**Nguyen Thi Trang**

Business analyst

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👤 Female

📅 23/09/1994

📍 17T4 Hoang Dao Thuy,
Nhan Chinh, Thanh Xuan,
Hanoi, Vietnam

Work experience

KIU VIETNAM COMPANY LTD

Mar 2018 - Present

Business analyst

- Analyze customers' requirements and business process in order to map them properly with ERP
- Take part in the functional consulting services that provide to partners or customers
- Identify gaps in functionality and work with development team to enhance company product
- Discuss with developer to customize the customers' requirements and fix bugs
- Build test cases and test new functions
- Accompany customers in the full delivery cycle from software configuration to go-live
- Composing manual and training documents
- Coach customers on how to use efficiently through individual session. Deliver functional training sessions on site or online to train end users or internal staff
- Consulting customers to improve their management. Perform and resolve related service issues to meet customer satisfaction
- Training to internal staff and support them

GLORY SUN TRADING AND SERVICE JSC(CANIFA)★★★

Sep 2017 - Mar 2018

Business analyst

- Examine the operations of different departments (Inventory, Manufacturing, Accounting) and evaluate end-users' needs to conduct business analysis
- Define and execute on both delivery and implementation plans
- Work with developer to develop new function and fix bugs
- Prepare document and build case tests on business, test new functions
- Provide training and end-user support during and after implementation

FPT INFORMATION SYSTEM

Jan 2017 - Aug 2017

ERP Consultant

- Work on software solutions specialized in accounting – finance management based on Oraclesolutions for ongoing ERP project
- Analyze customer requirements and provide support in the use of software system
- Issue progress report on the project according to assigned tasks from project manager

CGV CINEMA

Oct 2014 - Jan 2017

Cashier

- Sell ticket, food and drink.
- Customer service immediate or by phone.
- Check up money, invoice and equipment in the shifts.

- Check the goods and report for management.



Skills

- MS office: MS word, excel, power point, visio
- Comprehensive knowledge of Odoo version 10, 12, 13
- Comprehensive knowledge in Oracle's multi-module ERP system.



Education

POSTS AND TELECOMMUNICATIONS INSTITUTE OF TECHNOLOGY

Sep 2012 - Nov 2016

Bachelor of Accounting

