

NGUYEN THI MY THANH

352 Ten Lua Street, Binh Tri Dong B Ward, Binh Tan District, Ho Chi Minh City.

PERSONAL INFORMATION

Full name : **Nguyen Thi My Thanh**

Date of birth : August 4, 1991

Place of birth : Binh Duong Province

Mobile phone : [REDACTED]

Email address : [REDACTED]



CAREER OBJECTIVE

- I would like to become a good manager in a professional bank or an international Organization.

GENERAL INFORMATION

- 3 years of working experience as a Business Analyst.
- 7 years of working experience in banking, of which 2 years of working experience as Leader of Chargeback and Risk Management Team.
- Good knowledge of card payments such as MasterCard, Visa, JCB, and Napas.
- Strong knowledge of E-Banking.
- Good knowledge of payment such as e-commerce, ATM, Interfund transfer, online transaction, etc.
- Good knowledge of transaction processing flow both Card and E-Banking.
- Experience in the implementation Card Management System Project.
- Experience in working and testing with many partners such as Moca, VNPay, and Napas.
- Good knowledge of Banking Accounting.
- Strong knowledge of Chargeback Guide.
- Strong knowledge of specification documents about settlement in banking.
- Ability to understand IT technical language (ISO 8583).
- Experience working according to the Agile model and Scrum process. Proficient in creating and managing requirements on relevant project management tools such as Jira, and Gitlab.
- Good knowledge of E-commerce such as inventory, products, price, and Omnichannel.

SKILLS:

- Communication skills.
- Ability to manage requirements of customers and partners.

- Capable of analyzing and evaluating the importance of each request to determine the order of priority
- Good at writing documents and training employees.
- Studying by myself.
- Ability to work in groups and work independently.
- Ability to work in high pressure and challenging environment

EDUCATION

- Lac Hong University Finance major (2009-2013)
- Completed Management for Middle Managers Course (40 hours in 2017 – PACE)

EXPERIENCE RECORD

1) From 07/2022 to 08/2023: Haravan Technology Joint Stock Company.

Title: Senior Business Analyst Specialist

Key achievements:

- Receiving all requests from customers.
- Analyzing and evaluating the importance of each request to determine the order of priority.
- Always update new information and propose optimal solutions for customers.
- Planning solution design, business design for functions, modules according to customer requirements and developing use cases.
- Writing URD, FSD.
- Participate in product prototyping and mockups.
- Communicate regularly with the technical team to clarify business requirements.
- Support the QC team during testing.
- Assist in the testing and verification of bugs and issues with the client.
- Report weekly work or upon request from management.

Key skills gained:

- Good knowledge of business analysis from e-commerce projects such as inventory sync, product sync, order sync, and API integration with 3rd parties.
- High sense of responsibility.
- Communication skills and teamwork.
- Ability to work in different working environments.

2) From 05/2021 to 07/2022: AlttekGlobal Joint Stock Company (ATG).

Title: Business Analyst.

Key achievements:

- Receiving, surveying and analyzing all requirements from customers to define business scope
- Analyze all business requirements.

- Planning solution design, business design for functions, modules according to customer requirements.
- Always listen to suggestions from management and colleagues to improve the solution.
- Writing SRS, URD, FSD.
- Work with QC to verify that all requirements of the system are fulfilled.
- Assist in the testing and verification of bugs and issues with the client.
- Report weekly work or upon request from management.

Key skills gained:

- Strong knowledge of business analysis from IT projects such as Core Banking and Core Card, as well as other payment technologies.
- High sense of responsibility.
- Communication skills and teamwork.
- Always keep calm under high pressure.

3) From 07/2019 to 03/2020: Hoa Binh Investment Technology Trading Service Co., Ltd.

Title: Business Analyst.

Key achievements:

- Receiving, surveying, and analyzing all requirements from partners and users
- Analyzing requirements and data, describing business processes, and developing use cases
- Build and agree with project teams about functional and business descriptions and specifications for products and services.
- Participate in product prototyping and mockups.
- Ensure that solutions are in line with objectives, business strategies, and company technology standards.
- Test product quality, support UAT testing, and deploy training for users.
- Acting as the communication point between the client and the software development team (DEV).
- Stay up to date on new business analysis trends and best practices, and share my knowledge with others.

Key skills gained:

- Ability to work in different working environments.
- Good knowledge about electricity collection, water collection, fee collection (SCC), Cooperative business, etc.

4) From 08/2017 to 06/2019: Card Center - Orient Commercial Joint Stock Bank (OCB)

Title: Team Leader of Chargeback and Risk Management.

Key achievements:

- Receiving all requests from customers and other Banks.

- Analyzing and evaluating the importance of each request to determine the order of priority. Give feedback to customers and other Banks.
- Lead the team to resolve disputes daily, monitoring transactions to prevent fraud and risk.
- Check transaction data and make payment to organizations such as Mastercard, JCB, Napas, Moca, and Vnpay daily, and weekly.
- Make monthly & quarterly & annual reports as required by Card Organizations.
- Working with Technical teams and partners to update new features and payment utilities for customers.
- Participate in a new card management system project.
- Make a task list, and discuss it directly with the technical teams and partners to build.
- Writing documents and training.

Key skills gained:

- Strong knowledge of cycle EOD of the card system.
- Ability to manage requirements
- Good knowledge of Banking Accounting and understanding of IT technical language. So I have been improving problem analysis and evaluation skills while working with other departments.
- Ability to work in a high-pressure environment
- Good at planning and teamwork.

5) From 01/2014 to 07/2017: Card Center - NAM A Bank

Title: Chargeback and Risk Management Specialist

Key achievements:

- Receiving all complaint requests from customers in many channels such as e-commerce, purchase on pos, purchase via app, cash withdrawal ATM, and Interbank fund transfer.
- Understand transaction data flow through all payment channels.
- Check transaction data and make payment to organizations such as Mastercard, Napas, Vnpay, etc.
- Contact other Banks to check the transactions online and offline.
- Check invoice and settlement to Mastercard.
- Resolve disputes daily, monitoring transactions to prevent fraud and risk.
- Participate in a new card management system project.

Key skills gained:

- Communication skills
- Technical skills
- Analytical skills
- Problem solving skills
- Negotiation and persuasion skills
- Testing and Training skills

6) From 01/2013 to 12/2013: Card Center - NAM A Bank

Title: Accountant

Key achievements:

- Carrying out the checking and reconciliation of card transaction data and clearing payment balances with MasterCard and Napas.
- Accounting for settlement.
- Balance data ATM.
- Payment of annual fee

Key skills gained:

- Honestly at work.
- Knowledge of accounting and card payment.
- Communication skills and teamwork.