TRƯƠNG NGỌC PHƯƠNG THẢO

Feb 23, 1991

Tân Phú District, HCM

ABOUT ME

As a PO/BA with over 10 years of experience, I have chances to approach and provide the system solution to optimize the needs of enterprises in various domains like Finance, Manufacturer, Retail, E-commerce... Especially I quite confident about my great professional knowledge of ERP.

I'm seeking opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations.

EDUCATION

Jun 2012   Graduated from University of Economics and Law, Ho Chi Minh City
- Major: Management Information System
- GPA: 8.1/10
- Rank: Very Good

Dec 2016   Computerized Accounting Certification issued by University of Economics Ho Chi Minh City

Dec 2018   Certificate of Advanced Business Analysis 3.0

Jun 2019   Certificate of Agile – Scrum professional issued by Apex Global

SUMMARY

✓ Over 10 years of experience as Business Analyst, Product Owner with 5 years is as BA leader

✓ Expert of ERP system

- ✓ Knowledgeable of project & product development life cycle
- ✓ Knowledgeable of accounting
- ✓ Strong analytical skills; ability to understand complex processes with rigorous attention to detail
- ✓ Have experience in MSSQL, Oracle
- ✓ Ability to design UI/UX, layout and navigation flows by using tools like Mockup, Visio, Balsamiq, Azure, Figma
- ✓ Familiarity with Agile Software Development Methodology as Product Owner role
- ✓ Experience with Atlassian tool-set: Jira, Confluent
- ✓ Professional communication skills, familiarity with collaboration tools
- ✓ Good at English

WORK EXPERIENCE

Nov 2021 - Present

Business Analyst Lead Cum Product Owner at Sovico Group

- **Domain: Digital Transformation For Sovico Group & Government Partners**
- Take responsibility as Principal BA of ERP product (OneSuite) of Sovico group
    - o Build business architecture for product
    - o Define product feature list
    - o Document BRDs
    - o Support to review FSD of BA members
    - o Support UAT and operation when launching product
- Perform business analysis for various projects of different domains: Loyalty (Vietjet Air), Healthcare (VietNamKhoeManh), e-Government (HoChiMinh Communist Youth Union), etc.
- Define and improve the BA processes
- Manage BA team with volume of 8 members. Including:
    - o Structure the BA workloads
    - o Build OKRs and KPIs for the team
    - o Coach and mentor team members
- Take responsibility as Product Owner role in Scrum team to support Product Delivery stage:

- Collaborate with Product Manager to determine the finalcial, business and operational requirements. Based on that define the product roadmap
- Define backlog
- Support team as a Scrum Master to drive Scrum events
- Responsible for the implementation to ensure the committed release plan & productive team

May 2020 - Oct 2021

Senior Product Owner at ZALO Company

- **Domain: Advertising (Zalo Ads)**
- Collect and analyze feedbacks/requirements from customers, stakeholders and other teams to shape requirements, features and products
- Translate product strategy into detailed requirements and prototypes
- Scope and prioritize activities based on system, business and customer impacts
- Work closely with development teams to ensuring that deliverables are understood and released with quick time-to-market
- Co-operate with Data Analyst team to define and analyze data, users' feedbacks and metrics to measure the product's performance
- Make creative recommendations to expand product vision and optimal resources

Dec 2018 – Apr 2020

Product Owner at TEKO Company

- **Domain: Warehouse Management/ Supplier Relation Management**
  Responsibility to manage warehouse of company as a retailer which have more than 60 branches in nation wide
- Support PM in term of requirements for multiple projects from starting phase to the closure
- Discuss directly with operation departments to understand their needs
- Add more values to product and requirements
- Advise, support and collaborate with the development team
- Work with technical team and relevant teams to design optimal solution
- Take owner of writing related documents such as Business solution document, User Story, Functional Specification, User Guide, etc
- Design mockup/wireframe based on the requirements

Jun 2016 – Dec 2018

Business Analyst Leader at ASOFT Company

- **Domain: ERP system**
- Responsible for the survey, receiving business requirements, consulting solutions
- Writing solution documents and getting confirmation from the customer
- Planning and take the main responsibility for product development
- Assignment, work management and support for team members
- Support relevant teams in the process of working
- Design and write Software Requirement Specification (SRS)
- Design database and manage data of ASOFT ERP system

Sept 2015 - Jun 2016

Business Analyst at ASOFT Company

- **Domain: ERP system**
  Including many modules such as Accounting, Warehouse, Supply chain, Orders management, Human Resource, etc
- Handle many projects as a Business Analyst: Meiko, Angel, etc
- Design prototype to show how the end-user will interact with the product's interface
- Design database and manage data of ASOFT ERP system
- Write analyze/solution document and user guide
- Analyze and integrate the newest Circulars. Especially implemented successfully Circular 200 for ASOFT-ERP system

July 2012 – Sept 2015

Business Analyst at DigiNet Corporation with ERP system – Lemon3

- **Domain: ERP system**
  Manage Financial module and support other modules: Project Management, CRM, Real Property

- Work with deployment team to clarify information about the customer's requirements
- Write functional specifications document for developers and QCs
- Design data model and develop database (store procedure, view, function, trigger..) and support design reports
- Give a quick UAT before transferring to QC department
- Manage timeline and priority of all project and tasks
- Support end-user and software maintenance

PERSIONALITIES

➢ Ability to research and approach new knowledge, to use it in realistic situations effectively
➢ Ability to multitask, strong attention to detail, self-motivated, willingness to take initiative
➢ Ability to analyze problems and identify resolutions at a functional level
➢ Excellent organizational, communication and presentation skills