NGAN DANG THI KIM

SENIOR BUSINESS ANALYST

PERSONAL INFORMATION

Year of birth
1992

Residence
Hanoi

ACHIEVEMENTS

VNPT EPAY
Award of Excellence (Best employee of year) - Planning division

Will-be Solutions Vina
Best potential leader of year

SKILLS

Language

English
Korean

Tools

Excel
Google sheet
Power point
Word
Drawio
Figma

Others

Logical thinking
Management
Multi task
Teamwork

EXPERIENCE

2018 - Present **VNPT EPAY**

Senior Business Analyst | Planning Executive

1. Business analysis
- Defining services at high level such as business model, business goals
- Making detail analysis for system development
*Output: Business requirement documents, Product requirement documents, Functional & Non-functional Requirement Specifications (activity diagrams, wireframes, prototype, UX, main data for APIs...)

2. Projection & Project management:
- Working with Product manager on making product roadmap basing on business goals
- Breaking down from product roadmap to backlogs, prioritizing & grouping backlogs into phases
- Making detail schedule of development for each phase including analysis, design, development, QA, launching, pilot
- Monitoring, updating, reporting actual progress

3. QA
- Working with IT to make testcase & Conducting SIT, UAT

4. Service monitoring
- Monitoring service after each phase update (for new development)
- Daily service monitoring by making data analysis

5. User training
- Conducting trainings for both internal and external users

7. Service improvement
Basing on analyzed data & clients' feedback to get the insights and make proposals for:
- Product improvement
- Business improvement such as increasing profit by saving cost

8. Others:
- Working with Product manager in making service policy, P&L stimulation
- Making business proposals for merchants, partners
- BA leader: training BAs, assigning other BAs between projects
- English/ Korean/ Vietnamese interpretation (ad-hoc)

Will-be Solutions Vina

Business Analyst

- Market research & feasibility analysis
- Defining business processes, main functions
- Supporting IT team in making System Requirements Specification

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Will-be Solutions Vina
Project Assistant
- Assisting Project Manager in planning & following up project progress
- Participating in making bidding documents, contracts, project deliverables, project signoff & acceptance documents
- Working as the project contact point
- Vietnamese/ English Interpretation
- Other project administration tasks

PROJECTS

2020 - Present

E-WALLET
VNPT EPAY
B2B2C E-wallet
1. Related entities:
- User: Individual/ Corporate users
- External connection: Product providers (Partners), Payment processors, Merchants
2. Main modules being in charge of:
- E-wallet for individual users (App, Web-view in app), including:
+ Basic functions: Register/ Login, KYC, Bank linking, Cash-in, Cash-out, Money transfer, Wallet limit...
+ Value added services on e-wallet: Mobile top-up, Bill payment, Voucher purchase
+ Payment: processing payments by the payment methods provided in e-wallet
- E-wallet for corporate users (Website), including: Cash-in, Cash-out, Money transfer, Settlement for collected transactions, Transaction monitoring...
- Backoffice for internal management

2020 - Present

ECOMERCE
VNPT EPAY
Ecommerce website for game, mobile cards, bill payment
1. Related entities:
- User: Individual buyer
- External connection: Product providers, Payment processors
2. Main modules being in charge of:
- Services/ products on website
- Payment: proceeding purchases from buyer by multiple payment methods
- Promotion: creating promotions for sales/ business purposes
- Backoffice for internal management and for partners

CONTACT

Hanoi
[redacted]
[redacted]

2018 - Present

PAYMENT GATEWAY

VNPT EPAY

Payment gateway for ecommerce websites/ application to process transactions from buyer

1. Related entities:

- User: Merchants
- External connection: Banks, Payment gateways, E-wallets

2. Main modules being in charge of:

- Payment processor: processing transaction from merchants, supporting payment methods such as: Card, E-wallet, QR, Bank transfer,...
- Payment window: channel for buyers to make payments
- Backoffice for internal management and merchants including customer management, settlement, reconciliation, operation, reports, function configuration

CONSULTING PROJECT

Will-be Solutions Vina

Market research & feasibility analysis for the development of a leading payment gateway

CENTRALIZED AND INTEGRATED PAYMENT PLATFORM - SYSTEM INTEGRATION PROJECT

Will-be Solutions Vina

System integration project

Providing centralized and integrated payment service platform for bill, tax, social insurance payment (Research & making proposal)

REPORT SUBMISSION SYSTEM TO STATE BANK OF VIETNAM - SYSTEM INTEGRATION PROJECT

Will-be Solutions Vina

System integration project

Providing report submission system for a bank to submit required reports to the State Bank of Vietnam

PROCUREMENT OF DATA MANAGEMENT, DATA WAREHOUSE AND RELATED APPLICATIONS FOR THE STATE BANK OF VIETNAM (SG4)

Will-be Solutions Vina

System integration project

Providing Data Submission, Data Warehouse and Business Intelligence Software for the State Bank of Vietnam

EDUCATION

National Economics University

Hanoi

Degree of Bachelor

Major: Business English