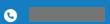


PROFILE







SKILLS

SOFT SKILLS

- Public Speaking
- Problem Solving
- Time Management

ADVANCED SKILL

- Requirement Analysis
- Product Management
- · Agile, Waterfall
- Data Review/Statistical Analysis

TOOLS

- · Adobe Xd, Figma
- Visio,
- · Confluence, Jira

CERTIFICATIONS

2021

Professional Scrum Product Owner™ I

2021

Business Analysis Fundamentals

2021

Business Analysis: Developing Requirements

INTERESTS

NGUYEN THI TU ANH

BUSINESS ANALYST

WORK EXPERIENCE

BUSINESS ANALYST // April 2021 - Present

FPT Software Ltd.

Main responsibilities:

- · Manage requirements of the modules as a person in charge and support other modules.
- Workshop with BOM and End-user of the client company to collect business requirements.
- Build a list of functions and estimate implementation effort.
- Build High-level requirements documents and Software Requirement Specifications.
- · Work with the design team to build User Interface & User Experience.
- Transfer requirements and support the development team & test team.
- · Prepare scenarios and demo with customers.

Recognition and Gains:

- · Completed modules of the system and go live successfully.
- Customer is satisfied with the product and has no comments after the demo.
- PRODUCT MANAGER // Dec 2020 - Mar 2021

FTECH CO.,LTD

Main responsibilities:

- Define and clarify project objectives and requirements with BOD of my company.
- · Build project management documentation: product roadmap, both short-term and longterm, scope, phase, sprint, ... follow the Scrum model.
- Manage the entire product life cycle from design, prototype, test and launch.
- · Lead a cross-functional team of 6 members.
- Build requirement documents include mock-ups, functions, and non-function.
- Test & manage remediation and retest defects.

Recognition and Gains: Completed the Minimum viable product in phase 1.

💼 BUSINESS ANALYST // Mar 2019 - Mar 2021

FTECH CO.,LTD

Main responsibilities:

- · Design and develop survey questionnaires and compile survey feedback.
- · Collect and analyze product information, evaluate ideas, suggestions and identify solutions.
- · Build detailed requirements including user interface mockups, use cases, wireframes, or other artifacts to ensure a successful and quality product.
- · Work with development teams to ensure they deeply understand the product objectives and priorities.
- Write test cases, test against functional requirements, manage remediation & retest defects.

- Traveling
- · Read books
- Exercise.

Recognition and Gains:

- Built an NLP Chatbot answering 15 kinds of questions, achieving 30% success rate.
- Link to Product demo:

EDUCATION

MAJOR: COMPUTER SCIENCE // Sep 2015 - Jun 2019

NATIONAL ECONOMICS UNIVERSITY

ACTIVITIES

PRESIDENT // Sep 2017 - Jun 2019

NEU-IT CLUB

- Planned club development and learning plan, sharing knowledge among professional teams.
- Organized classes between teachers and students in the institute of Information Technology.
- · Organized seminars between businesses and students at the National Economics University.

PROJECTS

NEW WEBSITE FOR VIETCOMBANK // Apr 2023 - Present

Customer: Vietcombank

Team Size: 125MM

Your Position: Business Analyst

Domain: Content Management System

Project Description: Build Content Management System (New Website)

My Responsibilities:

- Study the current website and document the client's business.
- Workshop with Product Owner and End-user to collect business requirements.
- Build Screen a list of functions and estimate implementation effort.
- Build Software requirement specifications including Mock-ups, Screen descriptions, and Use cases....
- Transfer requirements, and support the development team & test team.

ERP FOR SYNNEX FPT // Oct 2021 - Mar 2023

Customer: Synnex FPT

Team Size: 325MM

Your Position: Business Analyst

Domain: Logistics, Sales, Finance, Warehouse, ...

Project Description: Build an Enterprise Resource Planning system to standardize Synnext FPT's information management system.

My Responsibilities:

- · Study the current system and document the client's business.
- Workshop with Product Owner and End-user to collect business requirements.
- Build High-level requirements: WorkFlow, ORD, State diagram, Permission matrix, and Site map.
- · Build a list of functions and estimate implementation effort.
- Build Software requirement specifications including Mock-ups, Screen descriptions, and Use cases,...
- Refinement & transfer requirements, support the development team & test team.
- · Prepare scenarios and demo with customers.

HVN - TCM & SENSING SYTEM // May 2021 - Sep 2021

Customer: HONDA VIETNAM

Team Size: 162MM

Your Position: Business Analyst

Project Description:

Build an ERP system in the SharePoint Online platform for Honda Viet Nam to create, edit, store and manage Legal Documents, Dispatches, Legal News, Reports, KPIs, ...

My Responsibilities:

- Analyze customer requirements and propose solutions
- Design mockup, describe screen, write SRS functional specification document
- Update documents based on comments from customers and related teams
- Support the development team & test team.

SALESBOT - CHATBOTS FOR ONLINE SHOPS // Jun 2019 - Mar 2021

Your Position: Business Analyst & Tester

Team Size: 130MM

Domain: Artificial Intelligent

Project Description:

Build Chatbots use AI technologies such as NLP and Computer Vision for Online shops with Mother and Baby domain

My Responsibilities:

- · Market research and user requirements survey
- · Requirement analysis and feature proposal
- · Build detail requirements include: features, user interface mockups, use cases, user story
- Support development teams
- · Create test cases, manage remediation and retest defects.

DASHBOARD FOR SALESBOT // Dec 2020 - Mar 2021

Your Position: Product Manager & Business Analyst & Tester

Team Size: 32MM

Domain: Artificial Intelligent

Project Description:

Build Dashboard to display Salesbot's performance statistics.

My Responsibilities:

- Studying the Dashboard system and the requirements of the BOD
- · Proposing solutions and product development stages
- Lead a cross-functional team of 6 members.
- Monitor the progress of the project, problem-solving
- Build project management documentation, product backlog, requirement documents including mock-ups, functions, and non-function
- Test & manage remediation and retest defects.

INTEGRATED VIRTUAL ASSISTANT APP // Jun 2019 - Oct 2019

Your Position: Business Analyst

Team Size: 40MM

Domain: Artificial Intelligent

Project Description:

Develop an application that aggregates all information on products sold on all e-commerce platforms: Shopee, Tiki, and Lazada.

My Responsibilities:

- · Research the market, find out the needs of users and competitors
- · Document the user interface specification
- Document development feature description, draw virtual assistant wireframe
- · Review virtual assistant training data