



## Education Level

HO CHI MINH CITY UNIVERSITY OF TECHNOLOGY (HUTECH)

09/2011 - 09/2014

Specialization: Information Technology

College

Average

HO CHI MINH CITY UNIVERSITY OF TECHNOLOGY (HUTECH)

09/2018 - 10/2020

Specialization: Information Technology

University

Good



## Summary

6 years of experience in deployment of system business software & analytics for Product and Startup companies. There has been a lot of contributions in the procurement of the project contract and the contribution to upgrading and improving the new system for the Startup company. Looking for a Business Analyst position to apply and enhance your professional skills.



## Six years of experience

DOLPHIN SOLUTIONS JOINT STOCK COMPANY

04/2022 - Now

Business Analysis Team Leader

Participating projects/roles

### 1. Department of Education and Training of Binh Tan District /Admissions

- **Mission: Project Management, Product Management, Business Analysis**
- Representative of the company working with the department of education, department officials, directors of schools on the issue of district-wide enrolment for more than 20,000 students.
- Working with Ho Chi Minh City Department of Education pushing enrolment data to the portal via API
- Key Analysis for the system: Web Admission Management (Education Room, Department Committee Officers, Teachers) and Mobile App Admission Registration (Parents)
- Writes specifications, user manuals for all objects
- Responsible to work with the dev, tester, deli team to perfect the product.

### 2. Hospital for Tropical Diseases/Non-cash payments

- **Mission: Business Analysis**
- Working with doctors, nursing hospitals to take care of the hospital.
- Writing technical documents, specifications, and user manuals for each group of objects



[Redacted]



[Redacted]



[Redacted]

nnhan2707



467/8/33 Tan Son, Ward 12, Go Vap District, TPHCM.



27/07/1993



Male

## Skill

Analytical Thinking



Read and understand legal texts



Communication skills



Problem Solved





Decide the problem.



Project Manager



- Working with the technical team HIS FPT Connecting API
- Working team design adjusting UI for Kiosk interface enhances user experience
- Interface adjustment, business for mobile app pay no cash
- System link put into operation:   
cho-doi-khong-tien-mat-o-benh-vien-benh-nhiem-doi-tp-hcm-  


### 3. Le Van Thinh Hospital/Non-cash payments

- **Mission: Business Analysis**
- Working with doctors, nursing hospitals to take care of the hospital.
- Writing technical documents, specifications, and user manuals for each group of objects
- Working with the hospital engineering team to connect the API
- Working team design to adjust the UI for the Kiosk interface to enhance the user experience
- Interface adjustment, business for mobile app pay no cash

### 4. Hospital for Tropical Diseases/Electronic Medical Record

- **Mission: Business Analysis**
- Working with doctors, nursing hospitals to take care of the hospital.
- Learn about the e-Domestic Code.
- Writing technical documents, specifications, and user manuals for each group of objects
- Read forms and analyze forms to bring up functionality

### 5. 115 Hospital/Non-cash payments

- **Mission: Business Analysis**
- Working with doctors, nursing hospitals to test the hospital process.
- Up the chart, documentation of the process
- Introduce changes when applying the new system to hospital staff to contract

### 6. Oncology, Military 175, Gia An 115, Dong Nai 2 Hospital/Non-cash payments

- **Mission: Business Analysis**
- Working with doctors, nursing hospitals to test the hospital process.
- Examination and application process for the hospital.
- Explore and set up the device.
- Writing technical documentation and API documentation

### 7. Royal School, ATY/School management ERP system

- **Mission: Business Analysis/Project Management**
- Responsible for the analysis and management of the implementation project of the system:
  - + School Manager
  - + Admission
  - + Payment of tuition fees online
  - + Asset Management


### 8. Institute for Cadre Development of HCM/Online Hostels Payments

- **Mission: Business Analysis/Project Management**
- Survey, record requests
- Analysis, upgrading, writing specifications. Working with the dev team up to management.
- Working e-wallet partner providing payment QR code


### 9. Modules that have been analyzed

- **Mission: Business Analysis/Product Management**
- Online checkin: scheduling for 1081 and hospital headquarters
- Service execution time: up function and formula to calculate how many minutes a service has to be performed.
- Patient guidance: schedule staff to guide the patient to the hospital for examination
- Online consultation: book online medical examination appointments for patients and doctors
- Electronic records: manage medical examination and treatment records at the hospital



Teamwork and team management




Using toolwriting: Office, Mockup



Product Owner

Negotiations, presentations.

Objection



## Preferences

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- Gym, Music

- Membership: manage membership cards, accumulate points when paying
- Mother and baby health book: manage health information for mother and baby
- Oral health number: managing the situation of dental examination and treatment

**SAI GON ADVANCED JOINT STOCK COMPANY**

**03/2015 - 04/2022**

**Deployment Team Leader, Business Analysis, System Testing**

**Participating projects/roles:**

**1. Long An Professional College / ERP System School Management**

- Survey, record requests
- Writing documents and submitting requests
- Coordinate dev editing functions to meet the school's duties
- Functional testing before delivery
- Instructions
- Coordinate project acceptance

**2. VinhPhuc Vocaltional College/ERP System School Management Project**

- Survey, record requests
- Writing documents and submitting requests
- Coordinate dev editing functions to meet the school's duties
- Functional testing before delivery
- Instructions
- Coordinate project acceptance

**3. Baria-Vungtau University/ERP System for School Management**

- Survey, record requests
- Writing documents and submitting requests
- Coordinate dev editing functions to meet the school's duties
- Functional testing before delivery
- Instructions
- Coordinate project acceptance

**4. Western Australia International School/School Management ERP System**

- Survey, record requests
- Writing documents and submitting requests
- Coordinate dev editing functions to meet the school's duties
- Functional testing before delivery
- Instructions
- Coordinate project acceptance

**5. Ly Thai To College/School Management ERP System**

- Survey, record requests
- Writing documents and submitting requests
- Coordinate dev editing functions to meet the school's duties
- Functional testing before delivery
- Instructions
- Coordinate project acceptance

**6. Ho Chi Minh City University of Food Industry/Scientific Research Module**

- Survey, record requests
- Writing documents and submitting requests
- Coordinate dev editing functions to meet the school's duties
- Functional testing before delivery
- Instructions
- Coordinate project acceptance

- Experience in business analysis, functional consultancy
- He's been involved in a number of major projects. Readability of API documents.
- Process Building Experience: BPMN, UML Experience in receiving and managing business requests
- Experience in demand analysis, impact analysis and differential analysis
- Experience building wireframes, mockups for system functions
- Experience in use and specification of use cases/user story Knowledge of Agile/Waterfall
- Ability to interview users, communicate with different groups (servicemen, developers, tester...)
- Able to arrange work, secure deadlines, work under high pressure when deploying multiple projects at the same time
- Active in work and able to work in a team.
- Open-minded, absorbing and learning to always create new value and long-term orientation

#### Foreign Language

- Read Document Understanding Use specialized English
- In the process of improving the remaining skills



#### Achievement

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Trying to get projects on track.