

Tran Dinh Duy

Business Analyst | Logistics Specialist

✉ [Redacted]

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SUMMARY ACHIEVEMENT

I have about three years of experience working as a Business Analyst in the Logistics and Supply Chain domain, I also have mastery of economics and e-commerce.

Knowledge of a wide range of software development processes, work concepts like Agile and Scrum, as well as a profound understanding of Logistics best practices.

I can plan, organize, and take responsibility for entire software development projects throughout projects in my history such as WMS, TMS, AS-RS Robots etc.

EXPERIENCE

Wareflex Co., Ltd

Nov 2023 - Present, District 2, Ho Chi Minh City

Business Analyst, Project Manager

Business Analysis:

- Build and keep product cycles follow the product roadmap, and be responsible for the overall delivery and development of the WMS SaaS project.
- Research and analyze the functions of WMS in the market, then create the plan for developing WMS software suitable for many types of warehouses.
- Create, prioritize, and maintain the product backlog. Ensure that the backlog is transparent, visible, and involved by all stakeholders.
- Collaborate with the cross-functional department to promote the SaaS product campaign, and create the pricing plan for trial, standard and pro versions.

Project Management:

- Work with each function to define the company's OKRs (Objectives and Key Results) to ensure the strategy becomes a reality.
- Provide project planning, milestone management, scope management, resource management, and change management across the project portfolio.
- Manage client relations and expectations to ensure project delivery brings business values that follow the requirements.
- Regularly provide project updates, reports to CEO and various stakeholders to get insights, adjustments and progress.

ETON JSC

May 2023 - Nov 2023, District 2, Ho Chi Minh City

Business Analyst, Project Manager

Business Analysis:

- Effectively communicate with internal and external team findings and strategic plans to key stakeholders, also increasing customer experiences.
- Analyze the current state of the process and future process for the proposal system or propose improvements in both operations and system flow.
- Compilation of a variety of documents such as SRS, Mockups and Guidelines. Evaluate UI design, user journey and usage performance before go-live.

Project Management:

- Work closely with BD and CS to onboard clients and be a bridge to connect between the internal team and the 3PL transporter.
- Ensure that all functions are delivered on time, under the standards of quality of Agile/Scrum ceremonies.
- Provide status reports regarding milestones, deliverables, dependencies, and issues.

EDUCATION

HCM City University of Technical and Education

Major: Industrial Management (Supply Chain & MIS)

2018 - 2022, GPA: 3.2/4

- . Supply Chain Management
- . Enterprise Resource Planning
- . Lean Manufacturing, Kaizen
- . Statistics In Business (SPSS)

SKILLS

Project Management
Problem-Solving
Stakeholder management
Collaboration cross-functional
Agile, Scrum
Database (SQL & NoSQL)
Data Visualization
UML, BPMN
UX/UI Design
Negotiation

TOOLS

Jira, Trello
Balsamiq, Draw IO
Google Visio
Confluence, Notion
Power BI, Google Data Studio
Excel (VBA, Power Query)
Figma, Visily
AI Engine

ADDITIONS

Front End Development
Oracle ERP, SAP ERP
Apps Scripts, GG Tools
E-commerce, 3PL integration
No-code Dev Tool (App sheet)
API Testing (Postman)

Avery Dennison Co., Ltd
Dec 2021 - May 2023, Long Hau, Long An
Logistics Specialist

Data Analysis:

- Overall control import/ export procedures by monitoring forwarding to ensure the imported goods or exported goods are arrived or delivered on time.
- Associate with Finance, Accountant, Purchasing to analyze factory inventory (RM, WIP on floor, GIT and FG, etc.) to hit AOP turnove.
- Furnish reports as needed for inventory management, obsolete inventory, occupied capacity and VMI.
- Field working with Production, Shipping & Transportation, Forwarder to achieve (B2B) CRD and PD.

Business Improvement:

- Lead and manage small Global Logistics projects to successfully deliver assigned projects, end-to-end, as well as support Global Logistics initiatives.
- Implement Lean, and Kaizen in operations by standardizing processes and composing SOP, WI, Training Materials, and Layout working areas.

Inventory Accuracy:

- Coordinate and supervise the daily activities of the cycle count team and be main responsible for team leadership such as: training, coaching and development.
- Control and optimize warehouse onhand inventory, mismatch quantities and cycle count daily. Establish and host stocktake events every half-year.

Avery Dennison Co., Ltd
Jun 2021 - Dec 2021, Long Hau, Long An
Supply Chain Management Intern

- Analyzing data and reporting by Power BI, Google Studio and Oracle.
- Assisting directly Logistics manager about BI tools stocktake preparation.
- Shape smart warehouse project for raw materials warehouse (QR Barcode).
- Support to prepare warehouse, shipping and transportation documents.
- Collect data and report lead time, heatmap capacity, and safety stock.

LANGUAGES

ENGLISH
Full professional proficiency
TOEIC 750

CHINESE
Good written, documentation
HSK3 Level

CERTIFICATE

Business Analysis
Apr 2023
IIBA (Linkedin Learning)

Critical Thinking
Dec 2022
Thinking School

Inventory Management
Jun 2022
NASBA (Linkedin Learning)

REFERENCES

Le Van Tho
[Redacted]
Co-Founder, CTO

Nguyen Vinh Kha
[Redacted]
Product Owner

Trinh Van Quan
[Redacted]
Sr. Automation Developer

PROJECTS

Through the successful completion of numerous projects across the Logistics and Supply chain domain, I have consistently refined and enhanced my skills, demonstrating my capability and expertise as a proficient and reliable professional.

Wareflex WMS SaaS

Nov 2023 - May 2024 : 7 Months | 10 Team members: 1 PM/BA, 1 Designer, 1 QC, 1 Mobile Dev, 3 FE Devs, 3 BE Devs

Customer:
Tripple Rock (India), HT-Vina (Coca-Cola project), PLA18, CAG, etc.

Description:
A Software as a Service Warehouse Management System (SaaS WMS) is designed to help the users manage inventory efficiently and optimize the warehouse operations, suitable for all kinds of warehouse providers. It is able to integrate with E-commerce platforms, 3PL transporters, and also other ERPs.

Responsibilities:

- Collaborate in building product roadmap for SaaS, join in full product development cycle from sketching idea, planning, executing, testing to release.
- Coordinate with other departments including Operation, Marketing, Sales, and Customer Service teams for product promotion campaigns, onboarding customers and implementing on customer’s sites.

Responsibilities:

- Create prototypes, documents, wireframes, mockups/ user interfaces, user flow and process models, and share with the whole team before triggering development.
- Work with CTO to manage and make the connection between Wareflex platform and Wareflex SaaS to build Wareflex environments for the users.
- Create a project timeline with milestones and deadlines, and ensure the team adheres to it. Create user stories and assign for the team to develop according to the balance between deadlines and resources.

Technology Used:

RFID Technology: RF Scanner, RFID Printer; IT Tech: React Native, NestJS, NextJS, MongoDB, AWS S3, etc.

ETONX TMS

May 2023 - Oct 2023 : 6 Months | 10 Team members: 1 PO, 1 BA, 2 QC, 2 Mobile Dev, 2 FE Devs, 2 BE Devs

Customer:

Onlala Yeah1, EPC, Internal, etc.

Description:

An application providing a comprehensive software solution for transport and last-mile delivery, managing all delivery orders, driver jobs, and facilitating; integration with 3PL partners such as Grab Express and Ahamove.

Responsibilities:

- Collect and verify all requirements from stakeholders such as BD team, Operation team, Finance team and clients.
- Composed development documents, training materials and helped stakeholders completely get through.
- Create comprehensive mock-ups to illustrate project requirements for the development team.
- Conduct in-depth analysis of end-user behavior, essential requirements, and master data.
- Initiate and support ideas for routing optimization algorithms with the R&D team.
- Host and report Scrum daily meetings and release function meetings, ensuring each milestone, epic, and user story is timely and high-quality.
- Connect with partners to integrate the multi-platform and transfer documents to get knowledge about methodology, SLA, limitations and scenarios.

Technology Used:

 ReactJS, Drupal, Google OR Tools, PostgreSQL, Grafana, etc.

High Technology Warehouse (AS/RS)

Aug 2022 - Apr 2023 : 9 Months | 15 Team members: 8 AD Viet Nam; 7 AD China


Customer:

Internal, RBIS Corporation

Description:

Build a smart warehouse with AS/RS technology, apply 4.0 manufacturing in warehouse to eliminate human mistake, cut down workload of picking and put away.

Responsibilities:

- Standardize, compose, and release all formal business process documents with the operations team to cover Avery Dennison Vietnam workflow and relevant.
- Act as a bridge between the project development team and the warehouse operation team. Support Avery Dennison China teams easily to catch the current process of Avery Dennison Viet Nam.
- Research, collect and analyze the happy cases, exception cases, and test scenarios and go  tracking scorecard. Control timeline variance and directly report to the Project Manager for each milestone.
- Compose material training, SOP and WI to training for warehouse operators and 3PL/sub-contractor operators to use, manage, config, and maintain the system.
- Assist in the formulation project plans, including comprehensive timelines, critical milestones, and key deliverables. Assist in managing changes to the project scope, schedule, and resources.

Technology Used:

AS-RS (Robots), ERP Oracle

Finished Goods Stock Automation System

Jan 2022 - Apr 2022 : 4 Months | 5 Team members: 1 PM, 2 Devs, 2 Interns


Customer:

Internal, Cross - department

Description:

Develop an advanced internal management system to improve inventory accuracy and reduce workload for warehouse staff, specifically tailored for Finished Goods, Semi-Finished Goods, and Raw Materials.

Responsibilities:

- Analyze the problems and proactively propose improvement solutions, driving for the best results.
- Develops detailed work plans, schedules, project estimates, forecasts, and status reports.
- Setting up project meetings and is responsible for project tracking and analysis.
- Prepare many test scenarios, set up layout testing and go  tracking scorecard.
- Keep collecting feedback, performance and lead time reports for continuous improvement.
- Coordinate with other departments to understand the overall system specifications, process, and all applications.

Technology Used:

SKU/QR Barcode; IT Tech (PHP, MySQL, C#, etc.)