

NGUYỄN NGỌC MINH KHOA

BUSINESS ANALYST

📞 May, [REDACTED]

✉ [REDACTED]

📍 Go Vap, HCMC

🌐 [REDACTED]

👤 Male

🍏 (+ [REDACTED]) via Zalo, Viber, Line

ABOUT ME

Greetings, My name is Minh Khoa, and I'm currently researching and studying new trends and technologies in order to adapt technology to 4.0-era innovation. I am constantly learning about market innovation based on its original foundation because of my flexibility in both my working environment and my employment (core platform). Be proactive at work, enjoy a challenge, and think outside the box.

PERSONAL EXPERIENCES

08/2022 - 01/2023 NEOPAY JOINT STOCK COMPANY

One platform to provide fast, secure, and reliable payment options for all types of businesses.

Business Analyst (BA) cum Product owner:

- Work with Product team.
- Define, implement features & keep sprint goals.
- Goal planning & break down task phase by phase.
- Ability to use: Basalmiq, Azure, Jira, Confluence, Figma, Database...

Achivement:

- Implement Collection service, which is one of the company's two primary features this year.

11/2021 - 08/2022 TI KI COMPANY LIMITED

Tiki is an abbreviation for "Tìm kiếm & Tiết kiệm" the name of a Vietnamese e-commerce website. Tiki, which was founded in March 2010, is presently the number two e-commerce site in Vietnam and the number six in Southeast Asia.

Business Analyst (BA):

- Work with the Mini app platform.
- Research & define platform features.
- Market research for e-commerce.
- Be approach & be training blockchain platform: Tiki exchange, running app.
- Establish the official flow for partner onboarding. Mini-application: F&B flow, Merchant flow, and Brand flow are all examples of flow.
- Product collaboration with stakeholders: marketing, business development, seller center, etc.
- Documentation (SRS, BRD, URD, FRD) and report.
- Ability to create a user interface (UI), work flow, and BPMN diagrams.
- Product expansion strategy.

Project management (PM) cum PMO:

- Work with partner & stakeholders.
- Manage requirement, in scope, out of scope, timeline, pipeline.
- Risk management.
- Define planning matrix, summary project.
- Hybrid process: waterfall, kanban, scrum model.
- The project was completed successfully: Traveloka, Vietnam Airlines, KFC, Gas24h, and SMEs as Ru9, Gióng coffee, etc.

06/2020 - 11/2021

BIGSOUTH AGENCY CORPORATION

Bigsouth is a brand development and creative design firm.

Account Manager:

- Project management, work orientation, and project time management are all important aspects of project management.
- Alongside the creative team, brainstorming and briefing.
- Monitoring, reporting, and tracking (project, planning).
- Analyze the pricing strategies of business's competitors.
- Manage multiple projects at the same time.

Achivement:

- Prospective employees of year.
- Employees successfully complete business's probationary period.

02/2019 - 06/2020

NICHIETSU SYSTEM DEVELOPMENT CORPORATION

Nichietsu is a technology firm with over 100 workers that provides technology solutions to both domestic and international companies. With the maxim in mind, "Aiming to create a comfortable system, we will provide optimal development for your business".

Business Analyst (BA):

- Analyze and understand our company operations and business procedures.
- An examination of the industry's market.
- Analyst with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.
- Identify and understand about the impacts of Core System's releases, integrations, and system updates.
- Make sure that system updates and new features are available when customers require them.
- Ability to work with an ERP system: Odoo, Blue Ocean, SAP
- System releases: ERP system, FnB Vinpearl Ex, system hotel management...

BA cum Quality Control (QC): outsourcing at the VinHMS Company

- Join to Vinpearl Experience application product.
- Participate in the creation and development of Vinpearl Experience application features.
- Knowing how to create a testcase, a test plan, a function test, a regression test, a loss test, and an API test

Achivement:

- Individuals who have made a significant contribution to the development of technological solutions (2019).

EDUCATION

2015 - 2019

VAN LANG UNIVERSITY and CARNEGIE MELLON UNIVERSITY CERTIFICATE

- BACHELOR OF BUSINESS ADMINISTRATION (INFORMATION SYSTEM MANAGEMENT).
- BUSINESS VALUE CERTIFICATE.
- REQUIREMENTS ENGINEERING (BUSINESS ANALYST) CERTIFICATE.
- BUSINESS DATA ANALYST CERTIFICATE.

02/2022

GOOGLE ACADEMY

- GOOGLE ANALYTICS CERTIFICATE.

CORE COMPETENCIES

- DATA ANALYST & REPORT.
- COPYWRITING.
- PROJECT MANAGEMENT.
- PLANNING.
- LEADING & TEAMWORKING.
- CREATIVE.
- PRO-ACTIVE, ADAPTIVE AND GOOD FOLLOW-THROUGH.

PERSONAL SKILLS

- NEGOTIATION ABILITIES.
- SQL (BASIC).
- TIMING MANAGEMENT.
- GOOD INTERPERSONAL SKILL AND GOOD SENSE OF PEOPLE.
- HIGHLY RESPONSIBLE AND COMMITTED.
- GOOD MANAGEMENT RELATIONSHIP SKILL.