

Duong Nguyen

Feb 22nd, 1999.
District 10, Ho Chi Minh City.
Ton Duc Thang University.

+84 946 292 494
darleigh.com
duongnguyen.22@icloud.com

1+ YOE in Customer Service.
8+ MOE in Product BA.

Skills

User Research
Sketch
Wireframe
Leadership
Presentation

CF-Flowchart
Use-case
Userstories
Database
Problem Solving

Draw.io
Figma
Jira/Trello
MsOffice
MsAzure(MsSQL)

Primary Experience

Business Analyst

Mar, 2023 – May, 2023.

Communication, Problem-Solving, Documentation

VnResource Ho Chi Minh, LMS.

- Participate in proposing solutions from the Project Leader and write SRS, includes: user-story, cross-functional diagrams by Draw.io, ER diagrams, wireframes by Figma, and create test cases order to build the Forum & Library.
- Write instructional documents for end-users, including students and lecturers, and participate in PVFCOO project, while UAT period.
- Experience and evaluate the Gamification functionality to create test cases based on user stories and situations.
- Collaborate directly with Project Engineer, Front-end, Back-end, Quality Control.
- Propose and implement ideas for e-documents written in Ruby, including:
 - * User's Guide documents or Product Features by Markdown, especially using descriptive images in GIF.
 - * Standardization of UI interface documents in terms of color and size.
 - * Journey Map, collect by tracking data to improve function features.

Product Business Analyst Intern

06/2021 – 03/2022

Prototyping, wireframing, UML.

Pref: PhD. Phuc H. Duong, NewAI Ho Chi Minh, Ecom.

- Researching and building an website application, especially e-commerce and related fields.
- Collaborates with teammates to implement the plans outlined in the university projects.
- Improve modeling based on evaluation and market research to enhance the effectiveness of commercial business operations.
- Design Mookup/Prototype and creating the Use-case, Data Flow Diagram for B2B.

Other Experience

Business Management

May, 2021 – Present

Leadership, Strategic Planning.

HongHanh Wedding Services Cai Lay, Product.

- The tasks include consulting customers on wedding invitation template, designing products, distributing products to merchant, supporting customers/merchants with any issues that may arise.
- Bussiness modeling to improve cost-effectiveness and profitability per product, cost from 63% reduced to 40-43%.
- Implement business management software to record evaluation data along with Google Analytics to provide a strategic direction for the development of the business.

Achievements

- Applying digital marketing a commercial website for **HongHanh Wedding Services** on the Honghanh.net to increase accessibility to the GenZ.
 - Based on Apple Human Interface Guidelines: Color, Typography.
 - Tracking the effectiveness of both direct orders and orders placed through information on Google Business.
- Build and develop a personal Portfolio website darleigh.com to introduce briefly completed projects and certificates.
- Build a Blog website blog.darleigh.com to document learned knowledge and practical experience from working, using Ruby framework.
- Design Product Prototype, includes: eCommerce Shop Store, SmartHome, Grab on Behance.

Education

Ton Duc Thang University, GPA 7.2. <i>Bachelor of Software Engineering in Information Technology.</i>	2017 – Present <i>District 7, Ho Chi Minh city.</i>
Coursera <i>Information Technology.</i>	2022 – Present <i>Coursera.org.</i>
LinkedIn Learning <i>Management Information Systems.</i>	2023 – Present <i>LinkedIn.com.</i>

Certifications

Business Process Modeling <i>Swimlane diagram: Features, Pitfalls.</i>	26/04/2023 – 02/05/2023 <i>LinkedIn.</i>
Business Analysis Foundations <i>Business Analysis, Agile Principles, Backlog Management.</i>	03/01/2023 – 30/01/2023 <i>LinkedIn.</i>
Agile Requirements Foundations <i>Agile Methodologies, Requirements Analysis.</i>	30/01/2023 – 07/03/2023 <i>LinkedIn.</i>
Foundations of User Experience (UX) Design <i>User Experience, UX Research, Wireframe, Prototype, User Experience Design.</i>	02/05/2021 – 17/05/2021 <i>86.14 points, Google Grow-up.</i>
Foundations of Project Management <i>Organizational Culture, Strategic Thinking, Change Management.</i>	20/05/2021 – 17/06/2021 <i>93.63 points, Google Grow-up.</i>
TOEIC Listening & Reading <i>Communication.</i>	01/12/2022 – 10/12/2022 <i>530 points, IIG Ho Chi Minh.</i>