

# Duong Nguyen

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Ton Duc Thang University.

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## Primary Experience

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### Business Analyst

Mar, 2023 – Present

*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.

### UX Visual Design Intern

06/2021 – 03/2022

*Prototyping, wireframing, user flows, mockups.*

*NewAI Ho Chi Minh, Ecom.*

- Researching and building an 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.

## Other Experience

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### 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

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- Applying digital marketing a commercial website for **HongHanh Wedding Services** on the [Honghanh.net](http://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](http://darleigh.com) to introduce briefly completed projects and certificates.
- Build a Blog website [blog.darleigh.com](http://blog.darleigh.com) to document learned knowledge and practical experience from working, using Ruby framework.
- Design Product Prototype, includes: eCommerce Shop Store, SmartHome, Grab.

## Awards & Activities

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### Outstanding class leader for the academic

*Ton Duc Thang University, Information Technology Faculty.*

05/2018

### Class leader

*Accompanying 87 members in the class to manage events, manage extracurricular activities.*

09/2017 - 09/2018

### Participate in the Green Summer Program in Tan Thuan Dong Ward

*Ton Duc Thang University, The People's Committee of the ward collaborated with the faculty of IT.*

2021

### Participated in designing a poster for the project of PhD. Phuc Duong and Dr. Cuong Le

*Ton Duc Thang University, Science and Technology event.*

2021

## Education

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### Ton Duc Thang University, GPA 7.2.

2017 – Present

*Bachelor of Software Engineering in Information Technology.*

*District 7, Ho Chi Minh city.*

### Coursera

2022 – Present

*Information Technology.*

*Coursera.org.*

### LinkedIn Learning

2023 – Present

*Management Information Systems.*

*LinkedIn.com.*

## Certifications

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### Business Process Modeling

26/04/2023 – 02/05/2023

*Swimlane diagram: Features, Pitfalls.*

*[LinkedIn.](#)*

### Business Analysis Foundations

03/01/2023 – 30/01/2023

*Business Analysis, Agile Principles, Backlog Management.*

*[LinkedIn.](#)*

### Agile Requirements Foundations

30/01/2023 – 07/03/2023

*Agile Methodologies, Requirements Analysis.*

*[LinkedIn.](#)*

### Foundations of User Experience (UX) Design

02/05/2021 – 17/05/2021

*User Experience, UX Research, Wireframe, Prototype, User Experience Design.*

*86.14 points, Google Grow-up.*

### Foundations of Project Management

20/05/2021 – 17/06/2021

*Organizational Culture, Strategic Thinking, Change Management.*

*93.63 points, Google Grow-up.*

### TOEIC Listening & Reading

01/12/2022 – 10/12/2022

*Communication.*

*530 points, IIG Ho Chi Minh.*