

Thao Dinh Thi Thu

SENIOR BUSINESS ANALYST | SOLUTION CONSULTANT



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31 December, 1992



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Overview

I am a seasoned Senior Business Analyst and Solution Consultant with over 10 years of experience in the Banking and Finance sector. I specialize in leading digital transformation initiatives across diverse methodologies and possess deep expertise in Digital Banking systems, including Omni-channel, Core Banking, AML, LOS, and so on. Recognized for my strategic thinking, creative problem-solving, and strong analytical capabilities, I have a proven track record of delivering impactful, efficient solutions. Certified in multiple industry-leading programs, I consistently drive business growth through product innovation, stakeholder alignment, and successful contract execution. I am passionate about enhancing product value and user experience in forward-thinking organizations.

Work Experience

BA Mentor (Part-time)

VTI Academy for Enterprise, Hanoi

03/2025 - present

- Deliver BA training based on BABOK® v3 for working professionals.
- Mentor 20+ learners per course on BA fundamentals, stakeholder analysis, and elicitation.
- Designed case studies and rubrics now used across the program.
- Conducted 10+ sessions, receiving positive feedback for clarity and relevance.

Senior Business Consultant

BFSI Solution Consulting Center, CMC Technology and Solution (CMC TS), Hanoi

01/2024 - present

- Consulted on ~10 - 20 opportunities/month for BFSI clients, covering both international solutions (Core Banking, LOS, AML, Digital Banking, etc.) and CMC-developed products (OCR, C-Contract, chatbot, voicebot, RPA, etc.).
- Led solution design, POC, and bid processes.
- Recognized by clients and internal teams for consulting quality and impact.
- Earned multiple industry certifications (Oracle GenAI, Tibco EBX, Newgen).
- Contributed to expanding CMC's BFSI solution portfolio and client base.

Business Analyst Lead

BFSI Solution Consulting Center, CMC Technology & Solution (CMC TS), Hanoi

11/2022 - 12/2023

Project: An Binh Bank – Digital Banking Implementation (Backbase, Agile)

- Led a 3-member BA team; managed requirements, groomed user stories, supported UAT, and advised on Backbase utilization.
- Delivered key features for internal and online banking apps (onboarding, payroll, billing).
- Supported go-live for 5 pilot clients.

Senior Product Development Specialist

DataTechCenter, VMG Media JSC (VMG), Hanoi

01/2021 - 10/2022

- Managed full product lifecycle and customization for FI clients.
- Delivered training, sales toolkits, and product consultancy.
- Top new employee 2021, 9× Creative Idea Award, Best Employee 2Q2022.
- Led Digital Lending & AI-Credit Scoring System projects.
- Built 10+ data sources and launched 30+ products in 1 year.

Business Analyst

Modelling and Datamart Center, Risk Division, HO, Maritime Bank (MSB), Hanoi

08/2018 - 12/2021

- Managed 3 internal systems (Scoring, Approval, Reporting).
- Gathered and documented requirements, led UAT, supported users, and enhanced systems based on evolving needs.

Corporate and Industry Analyst

Analysis Center, Bao Viet Securities (BVSC), Hanoi

08/2014 - 05/2017

- Produced stock and industry reports, provided investment advice, and maintained a research database.
- Built strong stakeholder network and published 2 well-received stock reports.

Education & Certifications

Certifications:

- **AI Agents Fundamentals** by Hugging Face (2025)
- **ISTQB® Certified Tester - Foundation Level** by Udemy (2024)
- **Oracle Cloud Infrastructure 2024 Generative AI Professional** by Oracle (2024)
- **Business Analysis Professional™ (CBAP®) Specialization** by Starweaver (2024)
- **IBM AI Product Manager Specialization** by IBM (2024)
- **IBM Product Manager Specialization** by IBM (2024)
- **Chinese for Beginners** by Peking University (2024)
- **Google Data Analytics** by Google (2024)
- **Google Digital Marketing & E-commerce** by Google (2024)
- **Google Project Management** by Google (2023)
- **Google UX Design** by Google (2023).

Master of Banking and Finance

(2015-2018) Banking Academy, Degree: Very Good, GPA: 8.09/10 (Top 3)

Bachelor of Banking and Finance

(2010-2014) National Economics University, Degree: Very Good, GPA: 8.76/10 (Top 10)

- Certificate of the best students in whole 2010-2014 issued by NEU (2014)
- Scholarships in 6/7 semesters for top 10 students of class, scholarship of Banking Faculty for top 3 students.

High School Student in Math

(2007-2010) Major in Mathematics, Hanoi for Gifted Students, Hanoi University of Science, Hanoi National University, GPA: 9.45/10

- Being class monitor, Certificate of the best students in the whole course (2007 – 2010) issued by Hanoi National University (2010).

Skills

- **Languages:** Vietnamese (native), English (intermediate), Chinese (beginner), German (beginner)
- **Methodologies:** Agile, Waterfall, Hybrid
- **Tools:**

+ **Project & Collaboration:** Jira, Confluence, MS Office, Notion, Trello

+ **Database & Data Tool:** SQL, Excel, Google Sheets

+ **Business Analysis & Modeling:** Flowchart, BPMN, UML (Use Case, Activity, Sequence, Class), ERD.

+ **Design & Prototyping:** Figma, Draw.io, Canva, PlantUML, Mermaid

+ **Version Control and Deployment:** Github, Netlify, Vercel

+ **AI & Automation Tools:** ChatGPT, Gemini, Notion AI, Framer AI, Builder.io, Microsoft Copilot.

- **Product Skills:**

+ Product lifecycle management

+ Requirement elicitation & documentation

+ Stakeholder management

+ UAT coordination and support

+ Solution consulting

- **Soft Skills:**

+ Logical thinking & structured analysis

+ Creative problem solving

+ Strong writing & communication skills

+ Adaptability, teamwork & independence

+ High accountability & ability to work under pressure

+ Mentoring and coaching junior BAs.