Luc Tan Do

Business Analyst/Scrum Master

An experienced and highly skilled Business Analyst with a strong track record of delivering successful projects and driving business process improvements for the past 3 years. A versatile professional who excels in collaborating with cross-functional teams, including business users, project managers, and development teams, to define project objectives and deliverables. A proactive and detail-oriented professional, constantly seeking opportunities to optimize processes, increase efficiency, and achieve business goals.

✉ dotanluc1301@gmail.com

📍 Ho Chi Minh, Vietnam

in linkedin.com/in/luc-tan-do-94a231146

📱 0838327414

🔲 lucdo-portfolio.vercel.app/

WORK EXPERIENCE

Business Analyst/Scrum Master
bravoSUITE - Orient Software

06/2022 - 10/2023

bravoSUITE strives to be the all-encompassing ERP system that provides a full cycle of intelligent HR and personnel management solutions for the enterprise.

Responsibilities

- Collect and research the business needs by the demand of the product orientation and feedback.
- Devise change strategies and recommend the optimal solutions.
- Inspect and conduct the gap analysis against the competitors in the market.
- Design wireframe, compose the models (by using UML) and document for requirement communication.
- Work closely with the development team to ensure requirements alignment and successful implementation.
- Present the demo with the relevant stakeholders and provide aid in training after release.
- Measure the release performance metrics and act accordingly with the result.
- Take Scrum delegation role in hosting events, facilitating communication, and crafting the Product roadmap with the technical base.

Developer
CICAT - BOSCH

03/2019 - 05/2022

CI-CAT is a GUI desktop application circulated within the enterprise that provides end-users with a handy set of controls that manage BOSCH global domain resources (e-mail, user account, etc ...) by connection to Active Directory Domain Services and Exchange Server.

Responsibilities

- Implement new features and fix the existing defects.
- Take part in analysing requirements and eliciting the needs of stakeholders through open points.
- Provide remote technical support to customers via e-mail and Q&A meeting sessions.
- Manage and create release details on business documents.

EDUCATION

Information Technology | Software Engineering
Ho Chi Minh City Univercity of Foreign Languages -

2016 - 2020

SKILLS

Analytical Skills · Critical Thinking · Logical Thinking · Systems Thinking · Conceptual Thinking · Time Management · Problem Solving · Elicitation · Requirement Management · Stakeholder Engagement · Backlog Management

CERTIFICATES

EF SET English Certificate (04/2024)
- 72/100 (C2 Proficient - based on the EF SET score scale)
- Issued by EF Standard English Test (EF SET)

Professional Scrum Master II (03/2024)
- Issued by Scrum.org

Professional Scrum Product Owner I (01/2024)
- Issued by Scrum.org

Professional Scrum Master I (01/2024)
- Issued by Scrum.org

LANGUAGES

English
Professional Working Proficiency

TOOLS

Azure Boards · DrawIO · Figma · SQL Server · SharePoint · Oracle · PostgreSQL · Visio · Microsoft Office · Jira