

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.

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🌐 lucdo-portfolio.vercel.app/

WORK EXPERIENCE

Business Analyst DHL

03/2024 - Present

Responsibilities

- Build and maintain effective relationships with clients and stakeholders.
- Facilitate conversations with stakeholders to identify needs and create requirements.
- Ensure client satisfaction and gather feedback for continuous improvement.
- Monitor and measure the feature performance
- Support UAT with test cases and data

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.
- 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.

SKILLS

Analytical Skills

Critical Thinking

Logical Thinking

Systems Thinking

Conceptual Thinking

Time Management

Problem Solving

Elicitation

Requirement Management

Stakeholder Engagement

Backlog Management

CERTIFICATES

Professional Scrum Product Owner II (05/2024)

- <https://www.scrum.org/user/1370286/>

EF SET English Certificate (04/2024)

- 72/100 (C2 Proficient - based on the EF SET score scale)

- <https://cert.efset.org/mPQjYr>

Professional Scrum Master II (03/2024)

- <https://www.scrum.org/user/1370286/>

Professional Scrum Product Owner I (01/2024)

- <https://www.scrum.org/user/1370286/>

Professional Scrum Master I (01/2024)

- <https://www.scrum.org/user/1370286/>

LANGUAGES

English

Professional Working Proficiency

TOOLS

Azure Boards

DrawIO

Figma

SQL Server

SharePoint

Oracle

PostgreSQL

Visio

Microsoft Office

Jira