

# 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/](https://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 University 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

### Professional Scrum Product Owner II (05/2024)

- Issued by Scrum.org

### 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