

# Luc Tan Do

## Business Analyst/Scrum Master

I'm a Business Analyst/Scrum Master with over 3 years of experience in software development and digital transformation, working with leading companies in industry. Experienced domains: Data Warehouse, HRMS, Finance, Supply Chain

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🌐 lucdo-portfolio.vercel.app/

## WORK EXPERIENCE

### Business Analyst

DHL

03/2024 - Present

#### Responsibilities

- Leverage Odoo open source version to perform digital process transition via in-house project
- Gathered and translated business requirements into technical functionalities to guide the development team.
- Conducted comprehensive testing to ensure alignment with functional requirements before UAT.
- Supported user acceptance testing and facilitated feedback collection for continuous improvement.

### Business Analyst/Scrum Master

bravoSUITE - Orient Software

06/2022 - 10/2023

#### Achievements/Tasks

- 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.

### Software Engineer

CICAT - BOSCH

03/2019 - 05/2022

#### Responsibilities

- Act as a consultant for non-technical & technical solutions
- 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.
- Implement new features and fix the existing defects.

## EDUCATION

### Information Technology | Software Engineer

HUFLIT (2016-2020)

## SKILLS

Analytical Skills

Critical Thinking

Logical Thinking

Systems Thinking

Prompting

Elicitation

Conceptual Thinking

Requirement Management

Time Management

Stakeholder Engagement

Problem Solving

Product Backlog Management

## CERTIFICATES

Scaled Professional Scrum (09/2024)

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

C# (Basic) (09/2024)

- <https://www.hackerrank.com/certificates/a5f8063755cb>

Problem Solving (Basic) (09/2024)

- <https://www.hackerrank.com/certificates/bf2bb1daa7a3>

SQL (Intermediate) (09/2024)

- <https://www.hackerrank.com/certificates/074e1150240a>

SQL (Basic) (09/2024)

- <https://www.hackerrank.com/certificates/e273cca5658c>

Professional Scrum Product Owner II (05/2024)

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

EF SET English Certificate (04/2024)

- <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