DO TAN LUC	✉ dotanluc1301@gmail.com	Ho Chi Minh, Vietnam
Product Owner	☎ (+84) 0838327414	https://lucdo-portfolio.vercel.app/

PROFESSIONAL SUMMARY

Business Analyst / Scrum Master with over 3 years of experience in software development and digital transformation, working with leading companies in Data Governance, HRMS, Finance and Supply Chain domains. Experienced in Agile/Scrum practices, backlog management, wireframe, UML modeling and testing before UAT. Certified across Scrum Master and Product Owner tracks, with strong analytical, critical thinking and SQL skills. Motivated to grow further in a Product Owner role, focusing on optimizing business processes and delivering measurable business value.

PROFESSIONAL EXPERIENCE Product Owner - DHL   03/2024 - Present

- Projects: Assess Management, Tax Accounting, and Network Supply Management.
- Spearheaded the digital transformation of legacy manual processes to a semi-automated system, enhancing operational scalability.
- Consistently achieved an 80% user satisfaction rate by optimizing support protocols and internal software interfaces.
- Boosted operational throughput by 20-33%, significantly decreasing manual processing time.
- Mitigated supply chain inefficiencies, yielding 15-21% savings in material and process waste.
- Refined demand forecasting and replenishment cycles, enhancing overall stock efficiency by 12-17%.

Business Analyst / Scrum Master - bravoSUITE - Orient Software | 06/2022 - 10/2023

- Elicited and analyzed business needs from user feedback and product goals to drive strategic alignment.
- Performed gap analysis against market competitors to identify product opportunities and risks.
- Partnered with developers to translate complex requirements into actionable technical tasks and ensure high-quality delivery.
- Monitored post-release metrics and performance data to implement data-driven improvements for future cycles.
- Facilitated Scrum events (daily standups, planning, retrospectives) while leveraging technical insights to co-develop the product roadmap.

Software Engineer CICAT - BOSCH   03/2019 - 05/2022

- Acted as a consultant for both technical and non-technical solutions.
- Analyzed requirements and elicited stakeholder needs through open points.
- Provided remote technical support to customers via email and Q&A meeting sessions.
- Managed and created release details in business documents.
- Implemented new features and fixed existing defects in the software.

CERTIFICATIONS

- Oracle Data Platform 2025 Certified Foundations Associate (12/2025)

- Oracle Fusion AI Agent Studio Certified Foundations Associate (12/2025)
- Oracle Cloud Infrastructure 2025 Certified AI Foundations Associate (11/2025)
- Oracle Cloud Infrastructure 2025 Certified Architect Associate (10/2025
- Oracle Cloud Infrastructure 2025 Certified Foundations Associate (10/2025)
- Scaled Professional Scrum - SPS (09/2024)
- SQL (Intermediate) - HackerRank (09/2024)
- SQL (Basic) - HackerRank (09/2024)
- Problem Solving (Basic) - HackerRank (09/2024)
- C# (Basic) - HackerRank (09/2024)
- Professional Scrum Product Owner II - PSPO II (05/2024)
- EF SET English Certificate – C2 (04/2024)
- Professional Scrum Master II - PSM II (03/2024)
- Professional Scrum Product Owner I - PSPO I (01/2024)
- Professional Scrum Master I - PSM I (01/2024)

PERSONAL PROJECTS

- BI Customer Shopping Behavior Analysis
  https://github.com/dotanluc1301/BI-Customer-Shopping-Behavior-Analysis

CORE SKILLS

- [Analysis & Requirements] Analytical and critical thinking
- [Analysis & Requirements] Logical and systems thinking
- [Analysis & Requirements] Requirements elicitation and management
- [Analysis & Requirements] Conceptual thinking and problem solving
- [Analysis & Requirements] Stakeholder engagement
- [Agile & Product] Product backlog management
- [Agile & Product] Roadmap and release coordination
- [Soft Skills] Time management
- [Soft Skills] Communication and collaboration
- [Soft Skills] Prompting and questioning techniques

TOOLS & TECHNOLOGIES

- Project management: Azure Boards, Jira
- Visualization: Draw.io, Visio, Figma
- Documentation and file management: Microsoft Office, SharePoint
- Automation: UiPath, Postman
- Data: SQL Server, Oracle, PostgreSQL
- Data visualization: Power BI, Databricks

EDUCATION

HUFLIT - Ho Chi Minh City University of Foreign Languages - Information Technology
Information Technology – Software Engineer 2016 – 2020
LANGUAGES: English (Professional Working Proficiency), German (Basic)