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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WORK EXPERIENCE

Business Analyst
DHL

03/2024 - 12/2024

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