Top Skills

HRM Software
C#
C++

Certifications

SQL (Basic) Certificate
SQL (Intermediate) Certificate

Phuc Nguyen

Business Analyst
Ho Chi Minh City, Vietnam

Summary

Databases: MS SQL, MongoDB, Oracle, MS Access, MySQL
Microsoft Office: Excel, Word, PowerPoint
Systems: ERP, CRM, HRM, LMS
Documents: SRS, BRD, FRS, test cases, user manuals
Drawing: Workflows, prototypes, mockups, wireframes
Languages: Vietnamese (Native), English (Intermediate), Chinese (Beginner)

Tools:
Document Management: Confluence, SVN, Sharepoint
Task/Bug Management: Jira, Mantis, Notion
Design/Report Tools: Figma, Canva, Power BI, SQL, Visual Studio
BA Tools: Visio, Edraw, Rational Rose

Experience

Jio Health
Business Analyst & Odoo Operation
June 2023 - Present (1 year 10 months)
Ho Chi Minh City, Vietnam

Gather and document business requirements from stakeholders.

Design and develop SRS documentation, user manuals to meet business requirements.

Automate the retail, wholesale and promotions price adjustment process.

Participate in the prioritization process and manage prioritizing App issues/ defects.

Manage all master data and inventory, sales and purchase processes.

Monitor system performance and troubleshoot system issues.

VnResource
Business Analyst
August 2021 - May 2023 (1 year 10 months)
Ho Chi Minh City, Vietnam

Gather and document business requirements from stakeholders.

Analyze existing systems and processes to identify areas of improvement and develop solutions

Design and develop systems to meet business requirements

Develop system specifications and user requirements documents

Create system flow diagrams and process models

Create and develop SRS, BRD, FRS, test cases, user manuals documents

Develop test plans and conduct system testing

Train and support customers in UAT, Golive phase

Visualize data with reports

PROJECTS:

HRM Software for Rong Viet, Thuan Phuong Group, An Phuoc Group

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Education

Ho Chi Minh City University of Industry and Trade (HUIT)

Engineer's degree, Management Information Systems, General · (September 2018 - July 2022)