

## Contact

[www.linkedin.com/in/ntn3017](https://www.linkedin.com/in/ntn3017)  
(LinkedIn)

## Top Skills

Use Case Analysis  
IT Business Analysis  
User Experience (UX)

## Certifications

Google Data Analytics Certificate  
Collaborator  
SAP Certified Application Associate  
- Business Process Integration with  
SAP S/4HANA 2020  
HTML CSS FROM Zero TO Hero

# Nghia Nguyen Trong

IT Business Analyst | ERP Business Analyst  
Thủ Đức, Ho Chi Minh City, Vietnam

## Experience

### APE TECH Solutions

#### Business Analyst

February 2024 - Present (1 year 2 months)

Ho Chi Minh City, Vietnam

Participating in the development of a logistics transportation system, including:

- Developing modules for order management (container trucks, trucks, tank trucks, contractor trucks, etc.).
- Developing modules for trip management, trip progress, monitoring, tracking, and tracing.
- Developing modules for managing freight charges collected from shippers, contractor fees, and charges for different shippers.
- Developing modules for cost management (loading/unloading costs, transfer costs, fuel costs, etc.).
- Gathering and analyzing customer requirements, and communicating these requirements to the development team.
- Connecting with the development team to complete features using the agile model (working with Jira software).
- Going live and onsite with customers, gathering additional requirements, and making necessary adjustments.
- Providing customer support post-acceptance.

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### Công ty Cổ phần Tập đoàn iSmartcity

#### Business Analyst

February 2024 - June 2024 (5 months)

Vietnam

The internship program lasts for 4 months, providing an opportunity to gain deeper insights into the profession and engage in practical work. I participate in the Human Resources project for the Hoa Sen Group, communicating with clients and gathering their requirements:

- Collecting client requirements.
- Developing related documentation to meet client needs.
- Ensuring that educational materials and content meet high-quality standards.

- Discussing and seeking feedback from the project leader on ongoing projects.
- Conducting on-site surveys of business processes at various companies.

Moon.vn

Educational Product Consultant

2019 - 2021 (2 years)

Vietnam

As an Educational Consultant at Moon, I play a crucial role in guiding clients towards the best educational resources and courses tailored to their needs.

My responsibilities include understanding clients' learning goals, recommending appropriate books and courses, and providing detailed information about our educational offerings.

I also work closely with the sales and marketing teams to ensure that our products reach a wide audience, helping to enhance the learning experience of our clients.

Additionally, I have the authority to manage our social media pages, creating engaging content and interacting with our online community to boost engagement and brand awareness.

YBOX.VN - Mạng Xã Hội Thông Tin Chất Lượng Cao Của Giới Trẻ,  
Sinh Viên Việt Nam

Educational Content Quality Assurance Collaborator

2018 - 2020 (2 years)

Vietnam

As an Educational Content Quality Assurance Collaborator, I will be responsible for ensuring the accuracy, clarity, and effectiveness of educational materials.

My duties include reviewing and evaluating curriculum content, instructional resources, and assessment tools to ensure they meet high-quality standards and align with educational goals.

I will collaborate with content creators, educators, and instructional designers to identify and address any issues or improvements needed.

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## Education

University of Economics and Law

Management Information Systems · (October 2021 - May 2025)