

Contact

www.linkedin.com/in/ngthiminhien
(LinkedIn)

Top Skills

Unified Modeling Language (UML)
BPMN
Mockups

Languages

French (Professional Working)
English (Full Professional)
Chinese (Elementary)
Vietnamese (Native or Bilingual)
Japanese (Elementary)

Hien Nguyen

Business Analyst
Ho Chi Minh City, Vietnam

Summary

An experienced Business Analyst with over two years of expertise in Insurance, specializing in delivering insurance systems for large organizations worldwide. Combining with the proficiency in web and mobile application development enables me to effectively bridge the gap between business needs and technology solutions. Having been a Scrum Master and actively participated in all stages of the Software Development Life Cycle. Possessing strong leadership with robust communication abilities, demonstrated in both verbal and written forms.

Experience

FE CREDIT

Information Technology Business Analyst
December 2023 - Present (1 year 4 months)

- Collaborate with business users to elicit and gather business requirements for KYC processes and ensure compliance with regulation such as Decree 13 and Circular 18.
- Coordinate with the developer team to provide high level solutions and estimate efforts.
- Document detailed functional and nonfunctional requirements, with mockup and diagrams, in BRDs (Business Requirement Document), use cases and user stories.
- Align with vendors to understand and conduct document integration specifications.
- Work through with the developer and QC team to transfer the detailed specifications, and to track the implementing progress.
- Support QC in reviewing test cases and performing user acceptance tests.
- Work along with stakeholders to update the feature completeness status.
- Provide detailed guidelines for end users to run the system.
- Support business users when there is an issue on PROD.

DXC Technology Vietnam

Business Analyst

August 2021 - November 2023 (2 years 4 months)

Ho Chi Minh City, Vietnam

Project: Chloe Ting - Mobile and Web

- * Developed the comprehensive functional specifications and system design specifications, ensuring the clarity and precision of project documentation.
- * Demonstrated adept management by meticulously overseeing requirements throughout the entire product development life cycle.
- * Proposed solutions, including the creation of wireframes, mockups, and diagrams to facilitate the success of client objectives.
- * Served as a consultant, offering insights and producing instructive documentation for the development team, fostering collaboration and clarity in project execution.
- * Closely tracked the progress of development, providing critical support to clarify requirements and facilitate seamless delivery of products in line with customer expectations.
- * Collaborated closely with the technical team to design and implement optimal solutions that met project goals and requirements.
- * Prepared and provided training materials and user documentation for the company's platform, as well as training for new end users on the application.
- * Served as a Scrum Master, ensuring effective project management and coordination of the development team.
- * Key tools, including Figma for wireframing and mockup.

Projects: IGI (Pakistan), BRI (Indonesia) & AEON (Japan) - Insurance systems

- * Collaborated with clients to elicit and document requirements (Business System Documents (BSD), Functional System Documents (FSD), and user stories) while utilizing UML and BPMN diagrams for enhanced clarity.
- * Played a pivotal role in liaising with an onshore team to architect and document comprehensive solutions and requirements, ensuring seamless project continuity.
- * Coordinated closely with the development team to orchestrate the delivery of functionalities that consistently met and exceeded client expectations.
- * Actively supported the QC team for UAT testing and regression testing.
- * Led a team of 4 Business Analysts to diligently document client requirements.

Meete.co

Business Analyst Intern

June 2021 - August 2021 (3 months)

Ho Chi Minh City, Vietnam

- Created user story acceptance criteria to transfer requirements to developer team.
- Worked through requirement with developer teams in Sprint Planning meeting, and supported developers with ad-hoc requests.
- Designed wireframe on Balsamiq to generate ideas with UI designers.
- Worked with UI team to review and modify mockup designs.

Tutor24

Private Tutor

January 2019 - February 2020 (1 year 2 months)

Geneva Area, Switzerland

I was a private tutor as my part-time job. I had taught English and Natural Sciences, such as Physics, Chemistry, and Math. My students were children from 7 to 10 years old, and teenagers. After this job, I knew how to deal with their thoughts and improve my skill in explaining and making the others understand me.

Education

University of Business and International Studies

Bachelor of Business Administration - BBA, Business Administration and Management, General · (August 2018 - November 2021)

High School for the Gifted - VNU HCM

· (2016 - 2018)