Contact

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Top Skills

IT Business Analysis

Business Analysis Planning &
Monitoring

Teamwork

Certifications

Agile Software Development with
Scrum

Business Analysis & Process
Management

Business Analysis Fundamentals

Khang Nguyen

Business Analyst

Ho Chi Minh City, Vietnam

Summary

4+ years working as a Business Analyst/ Product Owner

Familiar with Business Analysis and Project Management to handle
projects independently and coordinate with multilateral stakeholders

Proactive, quick adaptive, responsible, and a dedicated team player

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Experience

KIMEI Global
Business Analyst
September 2023 - Present (1 year 7 months)
Ho Chi Minh City, Vietnam

Product: Kways application (web version)

Achievements:

- Experienced in developing products from the ground up.

- Successfully introduced the product to the market and attracted the first
customers.

Responsibilities:

- Collaborate with the Product Owner and other stakeholders to come up with
new ideas. Find and propose reasonable solutions.

- Create documents, user stories within diagrams, wireframes, and detailed
acceptance criterias.

- Manage backlogs & sprint scope.

- Express the user stories to team members, ensuring clear communication of
product capabilities. Be willing to answer questions and listen to the opinions
of others.

- Sprint planning (Scrum methodology) to ensure the product is released with
quality and on schedule as planned.

- Performed UAT (User Acceptance Testing) and coordinated feedback
collection to refine system functionality.

- Conducted user training sessions and created product documentation to
facilitate smooth adoption.

- Managed stakeholder expectations and provided continuous updates
throughout the implementation process.

- Identified and resolved post-implementation issues, working closely with support teams.

Diag Laboratories
Business Analyst
August 2022 - June 2023 (11 months)
Ho Chi Minh City, Vietnam

Product: Diag Pro application/website

Tasks & Achievements:
- Manage product development & analyze business/system requirements with Product Owner and stakeholders
- Work with devs team to bring new features/enhancements to go live and maintain users' positive reviews
- Upgrade mindset, knowledge, and experience in product development

Responsibilities:
- Be a liaison among the development team and users, stakeholders, or other departments to come up with new ideas for products
- Create and update documents of business requirements and functional specifications to be aligned and coherent
- Sprint planning (Scrum methodology) to ensure the product is released with quality and on schedule as planned
- Manage the product backlog & sprint scope; and be responsible for well-defined and prioritized tickets
- Work closely with the development team to go over the specification, Q&A, consult the solutions or figure out the problems
- Perform user research to collect requirements/ feedback/ advice: conducting user interviews, user recordings (Smartlook), event analytics (Mixpanel), BI reports, etc.
- Work with the Sales team on product training and user support

Waverley Software
Business Analyst
June 2019 - July 2022 (3 years 2 months)
Ho Chi Minh City, Vietnam

Responsibilities:
+ Analyze and clarify requirements/ change requests.
+ Find and propose reasonable solutions.

+ Negotiate with all stakeholders (including clients, internal & external teams) about solutions, time for implementation, etc.

+ Ensure the development process is always smooth, and orderly (follow the Scrum methodology).

+ Create tasks, user stories within details, and wireframes, mock-ups. Manage backlogs.

+ Express the user stories to team members. Be willing to answer questions and listen to the opinions of others.

+ Document the user guides, business process, and functionality descriptions in detail.

Tasks & Achievements:

+ Play the key person in bridging the clients with the development team and other stakeholders.

+ Have knowledge of Web/App Technology, SQL Queries, UI/UX mindset, and Software Testing.

+ Proficient in using:

- Design tools: Figma, Diagrams.net, Adobe Illustrator.

- Management tools: Jira, Confluence, Gmail.

+ Successfully managed & coordinated with both clients and the teams to bring the product to go live.

Education

HCMC University of Technology and Education

Bachelor's degree, Information Technology · (2015 - 2020)