

NAME	Tran Hai
D.O.B	30/08/1994
ROLE	Business Analyst

OVERVIEW
<ul style="list-style-type: none"> - Nearly 4 years of experience as a Business Analyst - Experienced in ERP and CRM projects, focusing on optimizing various organizational operations (accounting, production, sales, purchasing, smart warehousing) - Documents: SRS, BRD, ERD - Proficient in BPMN, SRS, User Story, Figma, Jira, Slack, Basic SQL - Strong ability to learn and apply various tools in each project

EDUCATION AND TRAINING	
9/2013 – 7/2018	National Economics University Major: Accounting

LANGUAGES			
Mother tongue	Vietnamese		
Other language(s)	Fluent	Good	Fair
English			x

TECHNICAL SKILLS	
Tools/Skills	<ul style="list-style-type: none">- BPMN- SRS- User story- Figma- Jira

	<ul style="list-style-type: none"> - Slack - Basic SQL
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WORK EXPERIENCE

Project	MinhPhu Steel Project
Duration	Jun 2024 - Sep 2024
Size	
Position	Business Analyst – ERP Consultant
Description	
Responsibility	<ul style="list-style-type: none"> - Full in charge FICO Module: + Take requirement from customers + Design use case, draw work flow and create mock-up + Write documents : BRD + Test and train user + Support import master data
Technology	Oracle ERP, Microsoft Visio, Draw.io, Figma, Jira, Dataload, Oracle Help Desk

Project	MJV , MTNS, APP, HOANG DAT
Duration	Dec 2022 - Apr 2024
Size	
Position	Business Analyst – ERP Consultant
Description	
Responsibility	<ul style="list-style-type: none"> • Take requirements from stakeholders • Show the demo of product, provide solution to the pain point • Write the documents for the develop team • Test the software and ensure the project meet the deadline • Process the master data of the customer • Support and train the key-user using the software
Technology	• Microsoft Visio, Draw.io, Figma, Jira

	<ul style="list-style-type: none"> • PG Admin, Remote Desktop, Forticlient VPN
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Project	ERP System
Duration	Feb 2022 - Sep 2022
Size	20 Members
Position	Business Analyst
Description	
Responsibility	<ul style="list-style-type: none"> • Work with stakeholders to gain an in-depth understanding of critical business requirements • Analyze business processes, define pain points and propose solutions • Create an ERP system for Long Hai Company including 9 applications according to microservice • Write Entity Relationship Diagram for Dev-Team making database • Draw Mockups and work with the design team, Front-end team to make a prototype of applications • Create, update and provide documentation (SRS, User Story, Use Case) for the Q/C team to maximize effectiveness and troubleshoot problems
Technology	<ul style="list-style-type: none"> • BPMN, UML diagram, Figma, Jira • Swagger

Project	BZI Ecommerce
Duration	Feb 2022 - Sep 2022
Size	5 Members
Position	Business Analyst
Description	
Responsibility	<ul style="list-style-type: none"> • Elicit requirements of stakeholders • Create an Ecommerce Application • Draw Mockup and work with the design team

	<ul style="list-style-type: none">• Write Documents: Use case, User Story, SRS
Technology	<ul style="list-style-type: none">• BPMN, UML diagram, Figma, Jira