



Business Analyst

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Background

An experienced and creative business analyst with 5 years of experience in IT projects across various domains and industries. A fast learner and thinker with high self-discipline and attention to detail. Possesses a strong understanding of IT project management and business solutions. Proficient in time management, strategic product backlog, sprint planning, and task/project management.

Professional skills

Stakeholder Management

Document Creation

Wireframe and Mockup Design

Test Case Development

Mentoring Experience

Technical skills

- **Modeling Language & Diagramming Tools:** BPMN, UML, Microsoft Visio, Lucid Chart, Figma, Axure.
- **Project Management Software:** Jira Atlassian, Redmine Org, GitHub Enterprise Edition, GitLab Enterprise Edition, Microsoft Project
- **Other Skills:** Computer Proficiency, Presentation, Trainer, Googling, Communication, Marketing.
- Fully understand and participate in software development and execution stage of the project life cycle with predefined methods: **Agile/Scrum, Waterfall** per requirements of Project Manager or Client

Proven Successful

- **Proven Successful Products:** HROS - Paxanimi.ai & Expenso App - Paxanimi.ai
- **Proven Top Outsourcing Clients:** One Business Connection - OBBC - KẾT NỐI DOANH NGHIỆP VIỆT NAM (obcbiz.com)
- **Proven Top SAP - ERP:** Implement SAP ERP system for Long Thanh Plastics
- **Proven Top SAP - ERP:** Implement SAP ERP system for Boston Pharma

Education

- **Bachelor of Business Administration** Major in Information System Management, Van Lang University (2019).
- **Certification of User Experience** in UXFoundation (2023).

Timeline Business Analyst



01/2019 - 04/2021 SAP Consultant FPT Information System	05/2021 - 10/2022 Business Analyst Renovation Technology	11/2022 - 08/2024 Business Analyst Terralogic	09/2024 - 03/2025 Business Analyst New Ocean IS
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Professional experience

A TRACK & TRACE SYSTEM (INDUSTRY)

Business Analyst - NOIS

Responsibilities: Tasks and responsibilities include but are not limited to

- Documentation: Analyzing and gathering business requirements for Track & Trace products : Track & Trace in Processing, Track & Trace in Packaging, Distribution Management, Customer Program
- User Experience (UX): Significantly contributing to creating user-friendly Track & Trace products with intuitive interfaces and satisfying user experiences.
- Developing Product Requirement Documents (PRDs), User Stories, Functional Specifications, Wireframes, Mock-ups, and Prototypes to visualize ideas and communicate requirements to the development team.
- Define functional requirements and non-functional requirements.
- Assuming the Product Owner role, representing the voice of the customer and end-users.
- Collaborating closely with the development team to ensure products are built according to requirements and achieve high quality.
- Participating in product development stages from ideation, design, development, testing, to deployment.
- **System Integration:** Working closely to integrate Track & Trace solutions with automation systems and Machine Vision technology in manufacturing and packaging processes.

Collaboration

- Working independently and collaborating closely with 5 Software Engineers, as well as Automation and Machine Vision teams to ensure seamless integration of technological solutions.
- Supporting the internal team in synchronizing work, sharing knowledge, and significantly contributing to brainstorming sessions for optimal solutions.

Outputs and achievements

- Track & Trace in Processing: Developed modules for batch management, raw material traceability, and production process reporting, successfully integrated with automated production line systems for automatic data collection.
- Track & Trace in Packaging: Implemented product barcode scanning feature, packaging information management, integrated quality inspection system, applied Machine Vision technology to inspect labels and product information on packaging.
- Distribution Management: Built order tracking system, warehouse management, and optimized delivery routes.
- Customer Program: Developed customer portal, purchased product tracking feature, and collected customer feedback.

Technologies & Tools: Google Space, diagram.net, Google Sheet, Google Doc, Figma

Responsibilities: Tasks and responsibilities include but are not limited to

- Documentation: Product Requirement Document, Workflow, User Guide, User Story, Functional Specification Document and other technical and non-technical documents related to the Project and Products
- Restructuring and re-define the process from As-Is into To-Be for improvement in both User Experience and System Performance: Onboarding, Offboarding, Employee Management, Viet Nam Payroll, Dubai Payroll, Ticket Management, Timesheet, Time off, Admin Portal, Super Admin Portal - Tenant Management
- Define functional requirements and non-functional requirements.
- Create wireframes, mock-ups, and prototypes to visualize ideas.

Greatly contribute to the Project as Main Business Analyst and produce a user-friendly, satisfied UX and high performance HROS system.

Collaboration

- Work independently and individually with 18 Software Engineers and 3 UI/UX Designer
- Collaborate with product owner, stakeholders to gather and document business requirements, ensuring alignment with organizational goals and objectives
- Collaborate, communicate and provide solutions and approaches of the products for the whole project.
- Hosting internal team sync up, greatly and significantly contribute to the solutions and brainstorming session of the team.

Outputs and achievements

- Successfully currently has 1000 and more users and keep increasing application with the business procedure.
- Achievements in the product from 2022 till now: released more than 20 services within 15 modules, including 1 web application and 2 mobile apps.
- Preparing to launch the VN market by September 2024, signed 3 customers for the trials.

Technologies & Tools: Google Space, diagram.net, Google Sheet, Google Doc, Figma

Responsibilities: Tasks and responsibilities include but are not limited to:

- Documentation: Workflow, User Guide, User Story
- Define functional requirements and non-functional requirements
- Restructuring and re-define the process from As-Is into To-Be for improvement in both User Experience and System Performance
- Create wireframes, mock-ups, and prototypes to visualize ideas.

Collaboration

- Work independently and individually with 6 Software Engineers and 2 UI/UX Designer
- Collaborate with product owner, stakeholders to gather and document business requirements, ensuring alignment with organizational goals and objectives
- Collaborate, communicate and provide solutions and approaches of the products for the whole project.

Outputs and achievements

- Product got launched successfully and on time as planned
- Currently has > 200 active end users and keep increasing

Technologies & Tools: Google Space, diagram.net, Google Sheet, Google Doc, Jira Atlassian, Figma

Responsibilities

- Got requirements, analyzed the business restaurant management process, managed staff and gave solutions to complete the F&B management platform.
- Analyzed, created reports in F&B: Revenue Report, Stock Inventory, Report, Product Item Report, Internal communication, Incident Report and Maintenance Management, Staff Management Report.
- Created User Story, user guide, wireframe and functions F&B management platform.
- Created Side MAP, User Case, Test Case.
- Integration Test between F&B management platform and SPOS System, FAST System.
- Test UX/UI, test Postman.
- Training, supporting users and fixing issues in the implementation process.

Collaboration

- Collect Customer Requirement
- Work independently and individually with 6 Software Engineers and 2 UI/UX Designer
- Collaborate, communicate and provide solutions and approaches of the products for the whole project.

Outputs and achievements

- Product go live on time as planned by timeline
- Web Application and Mobile Application version

Technologies & Tools: Postman, SPOS System, FAST System, Redmide System, Axure RP, Visio

Responsibilities

- Got requirements, analyzed business process Connect business, Register from free member to become OBC's member, Payment process flow and other processes.
- Create User Story, Wireframe OBC APP, Functions and USER GUIDE – APP, WEB.
- Tested UX/UI, processing flow, APP and WEB integration.
- Training, supported users and fix issues in implement process.

Collaboration

- Collect Customer Requirements
- Work independently and individually with 6 Software Engineers and 2 UI/UX Designer

Outputs and achievements

- Product got launched successfully and on time as planned
- Web Application and Mobile Application

Technologies & Tools: Redmide System, Axure RP, Visio

Responsibilities

- Collected and analyzed customer requirements.
- Created future business processes.
- Configuration System/ Module function to meet client's requirement.
- Created test case, test data, test report.
- Created and updated functional specifications, user guide, authorization documents.
- Tested functional specifications.
- Created templates and tools to upload data.
- Transfer data from legacy system to SAP system.
- Created and updated authorization documentation and managed user authorization.
- Overall knowledge in other SAP modules.
- Training, supporting users and fixing issues in the implementation process.
- Integration test between APP and SAP.

Collaboration

- Collaborate with customer, stakeholders to gather and document business requirements, ensuring alignment with organizational goals and objectives
- Work independently and individually with 7-10 Software Engineers

Outputs and achievements

- Success delivered a SAP ERP System as a production.
- Continuous monitoring and maintaining the delivered application after production.
- In-depth understanding and analysis of the SAP ERP process and digitalize the procedure into an application.

Technologies & Tools: Visio, Jira, SAP

Thanks for watching