PERSONAL INFORMATION

Name	**TRAN LUONG THAO CHI**
Date of Birth	September 6, 2003
Sex	Female
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OBJECTIVE

- ❖ Desire to develop in the role of Business Analyst in Fintech, ERP, E-commerce, and Logistics projects.
- ❖ Apply business analysis skills, design solutions, and collaborate with technical teams to build products that deliver value to businesses and users.
- ❖ Skilled in Japanese, I am excited to work on projects for Japanese clients and apply my language abilities to create value and grow professionally.

PROFESSIONAL SUMMARY

- ❖ 2 years of Business Analyst experience with Enterprise projects in the fields of E-Commerce, Logistics, and ERP.
- ❖ Experience in requirement analysis, process modeling (UML/BPMN), writing BRD, SRS, Use Case, User Story documents, and backlog management.
- ❖ Working according to Agile/Scrum, closely coordinating with the Product Owner, Developer, QA, and UI/UX throughout the project lifecycle.
- ❖ Proficient in tools: Jira, Confluence, Figma, Draw.io, BPMN.io, Odoo.
- ❖ Ability to analyze business operations closely, logically, and carefully, with experience in controlling project scope, managing changing requirements, and adapting quickly in the working environment.

EDUCATION & CERTIFICATIONS

From: [09/2021] To: [09/2025]	**FPT UNIVERSITY DA NANG** **Information Technology sector.** **GPA: 3.4/4**
From: [06/2024] To: [12/2024]	**LEARN WITH SIA** Completed Rocketship to 1st BA Job Mentorship.
In: [12/2022]	**Top 5** contest "SolFest - Technology solutions for university students problems" organized by Google Developer Student Club.
In: [01/2022]	**Top 5** contest "SolFest - Economic solutions after natural disasters" organized by Google Developer Student Club.
In: [12/2021]	Participated in the Mini Leadership Conference organized by AIESEC in Viet Nam.

WORK EXPERIENCE

From: [7/2024] To Now	**HILAB TECHNOLOGY** Junior Business Analyst and Presale.
From: [1/2024] To [6/2024]	**FPT SOFTWARE** Intern and Fresher Business Analyst.

TECHNOLOGY AND SOFTWARE DEVELOPMENT SKILLS

Skill Group	Description	Level
Business Domains	Logistic, E-commerce, ERP	Proficient
	Healthcare Industry	Knowledgeable
	Banking, CRM	
Programming Languages	Java, C, Python	Knowledgeable
	SQL (MySQL - Basic)	
Development & Modeling Tools	Document tools: MS Word, MS Power Point, Excel	Proficient
	Diagram tools: Draw.io, BPMN.io	Proficient
	Wireframe tools: Figma	Knowledgeable
	Requirement Analysis: Requirement Elicitation & Analysis	Proficient
	Modeling: UML/BPMN	Proficient
	Development Environment: Visual Studio Code	Knowledgeable

LANGUAGES

Language	Level	Note
Japanese	N3	JLPT N3
English	500 TOEIC	Basic reading & writing

MAIN PROJECT LIST

Name Project	**PANDA TECH (*)**

Client:	VietNam
Project Description:	Developed a large ERP system to manage logistics for cross-border ordering and shipping services. The system includes order management, warehousing, route tracking, delivery coordination, accounting, credit (Web/App), human resource management, revenue management, customer management, and customer relationship management (CRM) to improve efficiency and minimize operational errors.
Responsibilities:	- Collect and analyze business requirements through workshops and meetings with customers. - Work closely with PO, Dev, and QA teams to clarify scope and manage project backlogs, reducing manual revenue management by 40%. - Build documentation and system flow: BRD, SRS, Use Case, BPMN. - Design wireframes and mockups of UI/UX (Figma). - Support to improve UAT efficiency, reduce UAT incidents by 30% thanks to requirements validation.
Tools:	MS Word, MS Excel, Draw.io, Figma, BPMN.io, Jira, MS Team

Name Project	ETSY (*)
Client:	VietNam
Project Description:	ETSY is a popular e-commerce and online shopping site in the US and many countries around the world. In this project, we develop a purchasing system, product listings, and an integrated chat for multiple Etsy stores on a Chatwoot platform. Each store will correspond to a mailbox, each mailbox will contain conversations between customers and stores on many different platforms, and build a CRM to manage stores, orders, and customers.
Responsibilities:	- Collect and analyze business requirements through workshops and meetings with customers. - Work closely with PO, Dev, and QA teams to clarify scope and manage project backlogs. - Build documentation and system flow: BRD, SRS, Use Case, BPMN. - Design UI/UX wireframes and mockups (Figma). - Support to improve UAT efficiency, improve 60% of exchange time between stores and customers.

Tools:	MS Word, MS Excel, Draw.io, Figma, BPMN.io, Jira, MS Team

Name Project	**WARRIORS HOLDING**
Client:	VietNam
Project Description:	We develop a Print-on-Demand (POD) business system that integrates APIs across multiple platforms such as Amazon, Etsy, and Shopify, centrally managing sales platforms, automating the Seller - Designer - Supplier workflow, and recording costs per transaction to reduce cash flow discrepancies, ensure financial transparency, and optimize operational efficiency.
Responsibilities:	● Gather and refine requirements using Q&A sheets, meetings between stakeholders. ● Write User Story specification documents ● Create system and flow diagrams (Draw.io, BPMN.io) ● Design UI/UX wireframes and mockups (Figma).
Tools:	MS Word, MS Excel, Figma, BPMN.io, MS Team.