



# BUI THU PHUONG

## Business Analyst

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1 year of experience in implementing HRM system.

My aim in 2 years ahead is to expose myself to different domains to find out my passion and future career orientation

(My interest now is in Fintech or E-com domain)

## PROFESSIONAL AND EDUCATIONAL BACKGROUND

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### True Skills Center (6 - 9/2021)

#### Advanced Skills for Business Analyst and Product Owner

Coursework: Requirement process & Requirement elicitation, Solution, Documentation, Wireframes,

Tools (BPMN, draw.io, Jira), Basic Testing

### Private Mentor (9 - 10/2022)

#### IT Business Analyst

Coursework: Basic skills and knowledge for BA, tools (Visio, Jira, Confluence)

### MindX Technology School (10 - 12/2022)

#### UI/UX For Everyone

Coursework: Basic UI/UX Skills; Tool: Figma

### Diplomatic Academy of Vietnam (2019 -2023)

#### Bachelor of International Relations

GPA: 3.1/4

## WORK EXPERIENCES

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### OOS SOFTWARE (COFFEEHR) (8/2021 - 5/2022)

#### IT Business Analyst

### English Private Tutor (9/2019 - Present)

### Edlab (Global Elite Education and Training Cor.) (2019 - 2021)

#### Researcher & Developer

### Hanoi Free Private Tourguide (2019 - 2020)

#### Local Tourguide

## SKILLS and KNOWLEDGES

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- English (6.5 IELTS, strong in Reading)
- Wireframe/diagram tools: Draw.io, Visio, Balsamiq, Figma
- Project/Bug management tools: Redmine, Jira
- Google Docs, MO (Word, Excel, PowerPoint), Confluence, Canva
- Agile Methodologies
- Documentation (FRS, SRS, Blueprint, User Manual)
- Communications
- Customer-Centric and Detail-oriented
- Research and Self-Study Skills
- Time/Task Management
- Leadership

# PROJECT

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## General Responsibilities

- Maintain regular communications with end-users, and support users in exploring and identifying system improvement opportunities
- Work with end-users and IT counterparts in determining detailed requirements for an agreed system solution; help ensure alignment among internal users and narrow the gaps where needed
- Support the documents writing of Software Requirement Specification
- Use UML to model the defined features, use cases, system workflow, and other necessary diagrams; Design the application mock-up/wireframe
- Organize user acceptance testing (UAT) of a system solution for quality assurance
- Support the evaluation of an implemented system solution/project at the post-implementation phase

## Vietfly Logistics case study (6-9/2021)

<b>Customer</b>	Vietfly Logistics
<b>Role</b>	Business Analyst
<b>Team size</b>	6
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Gather business and system requirements from stakeholders</li><li>• Elicit requirements and assist stakeholders to define requirements, suggest ideas and provide solutions for improvement</li><li>• Draw BPMN to demonstrate the Business model in Draw.io</li><li>• Build up wireframes to design portal and model app in Balsamiq</li></ul>

## G-Group (8-12/2021)

<b>Customer</b>	G-Group
<b>Description</b>	Human Resource Management System
<b>Role</b>	Tester
<b>Team size</b>	4
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Eliciting and gathering clients' requirement</li><li>• Support in testing, verifying bugs/issues with Customers.</li></ul>

**GREATJD (12/2021 - 5/2022)**

<b>Customer</b>	<i>Great JD</i>
<b>Description</b>	Human Resource Management System
<b>Role</b>	BA
<b>Team size</b>	3
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Responsible for closely working with client to clarify, analyze the business requirement</li><li>• Get/research concept, business objective to provides the effective solution for the customer</li><li>• Serve as an internal point of contact for the development team whenever requirements need to be clarified</li><li>• In charge of testing, verifying bugs/issues, UAT with Customers.</li><li>• Provide the application manual user and train staff in how to use the new application.</li></ul>

**Vietsoftware (1/2022 - 5/2022)**

<b>Customer</b>	VietSoftware
<b>Description</b>	Human Resource Management System
<b>Role</b>	BA
<b>Team size</b>	3
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Working with client to clarify, analyze the business requirement</li><li>• In charge of testing, verifying bugs/issues with Customers.</li><li>• Get/research business objective to provides the effective solution for the customer</li><li>• UAT and Train staff in how to use the new application.</li></ul>

### HOMEFARM (12/2021 - 5/2022)

<b>Customer</b>	HOMEFARM
<b>Description</b>	Human Resource Management System
<b>Role</b>	Tester
<b>Team size</b>	4
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Writing test case for C&amp;B Module</li><li>• Support in testing, verifying bugs/issues with Customers.</li></ul>

### VACS (3/2021 - 5/2022)

<b>Customer</b>	VACS
<b>Description</b>	Human Resource Management System
<b>Role</b>	BA
<b>Team size</b>	3
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Testing, verifying bugs/issues with Customers</li><li>• Supporting in Training staff in how to use the new application.</li></ul>