Lam Ngoc Linh

Business Analyst | Fintech | Trading

📞 0901 934 498

📍 Street 3, Binh Hung Hoa Ward, Ho Chi Minh City

✉ linhln.dn@gmail.com

⦿ /linhln20

OBJECTIVE

Aspiring IT Business Analyst with Fintech and Trading experience, including Crypto/Futures market insights from a trader's perspective. I would like seeking an BA role to leverage my cross disciplinary background to effectively translate user needs into robust requirements and bridge the gap across Business, Product, and Tech.

SKILLS

- Over 3 years of experience in Business Analysis and Quality Assurance across Fintech, Trading, and SaaS platforms.
- Strong expertise in requirements gathering and documentation including SRS and FRS.
- Experienced in process modeling using BPMN 2.0, UML Diagrams.
- Proficient in Agile/Scrum methodologies with hands-on collaboration across Product Owners, Designers, Developers, DevOps, and QA teams.
- Skilled in API testing using Postman and manual testing across web and mobile platforms.
- Experienced with automation testing frameworks: Selenium Java, Playwright, TestNG, and Maven.
- Deep domain knowledge in Fintech and Commodities Trading including Crypto/Futures markets from a trader's perspective.
- Experienced with database management using SQL Server and writing SQL queries.
- Familiar with collaboration and defect tracking tools: Jira, Confluence, Asana, Trello.
- Hands-on experience with AI-powered tools: ChatGPT, Google Gemini, Cursor, Copilot, Claude.
- Technical skills: Java, HTML, CSS, TypeScript, Draw.io, IntelliJ IDEA, VS Code.

Personality:
- Analytical mindset with strong problem-solving capabilities and attention to detail.
- Quick learner, highly adaptable to new technologies and business domains.
- Excellent communication skills, able to bridge technical and non-technical stakeholders.
- Strong sense of responsibility and ability to work under pressure to meet deadlines.
- Collaborative team player with experience in cross-functional environments.

TECHNOLOGY

- **Business Analysis Tools:** BPMN 2.0, Use Case Diagrams, User Flow, Activity Diagrams, Draw.io.
- **Testing Tools:** Selenium Java, Playwright, Postman, TestNG, Maven.
- **Database:** SQL Server, SQL queries.
- **Project Management:** Jira, Confluence, Asana, Trello.
- **Programming:** Java, HTML, CSS, TypeScript.
- **AI Tools:** ChatGPT, Google Gemini, Cursor, Copilot, Claude.
- **Development Tools:** IntelliJ IDEA, VS Code, Cursor.

EMPLOYMENT

Business Analyst | Bolt Technologies *(07/2025- 11/2025)*

- Led requirements gathering and analysis for Fintech and Commodities Trading applications.
- Authored comprehensive functional specifications for CMS and trading platforms.
- Designed and documented eKYC workflows and end-to-end onboarding journeys.
- Collaborated directly with stakeholders to analyze business needs and define detailed requirements.

Quality Assurance Engineer & Business Analyst | Eye Design Sydney *(10/2024 - 07/2025)*

- Gathered and analyzed business requirements with Product Owners and stakeholders.
- Created Software Functional Specifications (SFS) and Software Requirements Specifications (SRS).
- Designed detailed flowcharts and test scenario diagrams for comprehensive test coverage.
- Developed and maintained automation scripts for booking and administration modules..

Trainee as Automation Software QA/Test Engineer | TestingVN *(12/2024 - 02/2025)*

- Built automation framework using Selenium WebDriver, TestNG, Java, and Maven.
- Designed Page Object Model (POM) framework with Data Provider Testing.
- Executed automated tests on multiple applications and managed version control.

Trainee as Software QA/Test Engineer| TestingVN *(03/2024 - 05/2024)*

- Analyzed software requirements and wrote comprehensive test cases.
- Conducted functional, non-functional, API, UI/UX, compatibility, and security testing.
- Logged defects in Jira with detailed reproduction steps and documentation.

Digital Marketing Executive & Business Analyst | Kaleidoscope Tech Asia *(10/2021 - 04/2023)*

- Analyzed requirements and created testing checklists for marketing tools.
- Performed functional testing including UI validation and payment flow verification.
- Managed defects and generated detailed test reports.

Digital Marketing Executive & Business Analyst | Diginexus Academy *(07/2020 - 12/2021)*

- Conducted functional testing for video course management platforms.
- Performed security testing to verify authentication and access controls.
- Executed regression testing to ensure stability after updates.

Marketing Executive | GreenDS *(06/2018 - 04/2020)*

- Execute UI, functional, and regression tests and validate defects.
- Evaluate browser compatibility and perform integration testing with the telephone system (AntBuddy).
- Managed defects, prepared test reports, and collaborated with the development team to enhance product quality.

Marketing Executive | Dakmark Foods *(08/2017 - 05/2018)*

- Analyzed requirements and created testing checklists
- Performed UI test, widget, and content. Function test: Add product to cart and make purchases.
- Tested UI across multiple platforms, managed bugs using Trello, and generated detailed bugs.

EDUCATION

UNIVERSITY ECONOMICS HO CHI MINH CITY
Business Administration | 08/2020 - 03/2022

COLLEGE OF FOREIGN ECONOMIC RELATIONS
Business Administration | 09/2014 - 08/2017

MAIN PROJECTS

F1 Trading App (Commodities Trading Application) *(07/2025 - 11/2025)*

Project description	A comprehensive Fintech platform for commodities trading with integrated CMS for content and user management.
Number of participants	14
Position	Business Analyst
My responsibility	- Gathered and translated business requirements into functional specifications for CMS and trading applications. - Led eKYC workflow analysis and defined end-to-end onboarding journey requirements. - Supported payment initiatives including VietQR integration and process enhancements. - Managed product backlog and coordinated with PO, Designers, Developers, DevOps, QA, and Scrum Master. - Researched and developed new features: created wireframes, collaborated with UI/UX designers. - Authored integration documentation describing trading app and CMS connectivity including data flows and API interactions. - Analyzed user behavior to generate benchmarks and recommend product improvements. - Performed manual testing and API testing to validate functionality
Technologies	BPMN 2.0, Use Case Modeling, User Flow, Activity Diagram, Postman, SQL Server, Jira, Confluence, Draw.io, Agile Scrum.

MyKomo booking *(10/2024 - 07/2025)*

Project description	A SaaS platform connecting beauty service providers with customers through online booking.
Number of participants	09
Position	Quality Assurance Engineer & Business Analyst
My responsibility	- Gathered and analyzed business and functional requirements with Product Owners. - Authored comprehensive Software Functional Specifications (SFS) and SRS. - Created detailed flowcharts and test scenario diagrams for end-to-end coverage. - Defined test objectives and acceptance criteria, translating requirements into test cases. - Executed manual and automated test cases, logged and tracked defects through resolution. - Developed automation scripts for booking and administration modules. - Participated in design ideation sessions with UX/UI and development teams.
Technologies	Selenium Java, Playwright, TestNG, Maven, Postman, Jira, Confluence, Draw.io, Agile Scrum.

Komo Admin (CRM Dashboard for Salon Owners, OPs) *(10/2024 - 07/2025)*

Project description	An administrative dashboard enabling salon owners to manage bookings, staff, and customer relationships.
Number of participants	09
Position	Quality Assurance Engineer & Business Analyst

My responsibility	- Analyzed requirements and created comprehensive testing checklists. - Performed functional tests verifying UI, booking flow, payment, and data validation. - Tested UI across multiple platforms and documented defects with improvement recommendations. - Managed bugs using Asana and generated detailed test reports. - Bridged requirements to implementation through collaboration with development team.
Technologies	Selenium Java, Playwright, TestNG, Maven, Postman, Jira, Confluence, Draw.io, Agile Scrum.

Marketing Tool (SEO & Content Management) *(12/2021 - 04/2023)*

Project description	An internal tool for content modification, SEO optimization, image management, and blog page functions.
Number of participants	05
Position	Quality Assurance Engineer
My responsibility	- Created Software Requirements Specification for content modification and SEO optimization features. - Developed testing checklists and test cases for new features. - Logged and tracked bugs, executed confirmation and acceptance tests. - Reported test results to Product Owner.
Technologies	Manual Testing, Asana, Requirements Documentation

Video Course Management Platform *(07/2020 - 12/2021)*

Project description	An e-learning platform for video course management with user authentication and content protection.
Number of participants	02
Position	Quality Assurance Engineer
My responsibility	- Analyzed requirements and created detailed test checklists and test cases. - Performed functional testing including UI validation, user authentication, and video course management. - Conducted security testing to verify video protection and access controls. - Executed UI testing across multiple platforms with detailed defect logging. - Conducted regression testing to ensure stability after updates. - Collaborated with developers and managers to improve application quality.
Technologies	Manual Testing, Security Testing, Regression Testing, Cross-platform Testing

Selenium Java Automation Framework *(12/2024 - 02/2025)*

Project description	A reusable automation testing framework for web applications.
Position	Trainee Automation QA/Test Engineer
My responsibility	- Built automation framework with Selenium WebDriver, TestNG, Java, and Maven. - Designed Page Object Model (POM) Framework and implemented Data Provider Testing. - Executed automated tests on Swag Labs, BMI Calculator, and TodoMVC. - Fixed bugs, updated test scripts, and managed version control.
Technologies	Selenium WebDriver, TestNG, Java, Maven, Git, POM Design Pattern.

Windows and Web Application Testing *(03/2024 - 05/2024)*

Project description	Comprehensive testing project for Windows and web applications covering multiple testing types.
Position	Trainee Automation QA/Test Engineer
My responsibility	- Analyzed software requirements and wrote test cases. - Installed testing environments and practiced SQL queries and Postman. - Conducted functional, non-functional, API, UI/UX, compatibility, security, and ad-hoc testing. - Logged bugs on Jira with clear reproduction steps and screenshots.
Technologies	Jira, Postman, SQL Server, Manual Testing, API Testing.

CERTIFICATIONS

- **IT BA - Product Owner** (In Progress)
- **Automation Testing (TestingVN) -** https://bit.ly/eTestAutomationLamLinh
- **Fresher Tester (TestingVN) -** https://bit.ly/4bAZiTh
- **Introduction to Playwright -** https://bit.ly/3G4UzNR
- **Java Programming -** https://bit.ly/4ksrawL
- **Confluence Fundamentals Badge -** https://bit.ly/4ic8xf9
- **Jira Fundamentals Badge -** https://bit.ly/4kvajJN
- **HTML, CSS -** https://tinyurl.com/yc3ns9d6