Lam Ngoc Linh

Business Analyst | Fintech | Trading | SaaS

📞 0901 934 498

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

✉️ linhln.dn@gmail.com

🔗 *https://github.com/linhln20/*

OBJECTIVE

Business Analyst with Fintech and commodities trading experience, specializing in translating complex business and trading requirements into practical product and technical solutions. Strong at bridging Business, Product, and Technology through end-to-end analysis, AI-assisted prototyping, and close collaboration with cross-functional teams.

SKILLS

- Over 3 years of experience in Business Analysis and Quality Assurance across Fintech, Trading, and SaaS platforms.
- End-to-end Business Analyst: requirement elicitation, user stories, business rules, validation logic, functional specifications, and stakeholder alignment.
- Fintech & Trading domain knowledge: commodities trading workflows, P&L calculation, margin, margin call, liquidation, payment and onboarding processes.
- Product discovery and solution design: competitor analysis, UI prototyping, user flow design, and system modeling.
- AI-assisted prototyping and documentation to accelerate design, validation, and delivery cycles.

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.
- **Markup & Scripting:** HTML, CSS (for prototyping and UI validation)
- **Programming Basics:** Java, TypeScript (reading code, test automation, API validation)
- **AI Tools:** ChatGPT, Gemini, Cursor, Copilot, Claude. AI-assisted prototyping, HTML, CSS

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.
- Collaborated directly with stakeholders to analyze business needs and define detailed requirements.

F1 Trading App (Commodities Trading Application)

Project description: A comprehensive Fintech platform for commodities trading with integrated CMS for content and user management.

Number of participants: 14

Position: Business Analyst

Responsibility:
- Gathered and analyzed business requirements from stakeholders and Product Owner, translating them into functional specifications and user stories for CMS and commodities trading applications.
- Analyzed and defined core trading logic including realized and unrealized P&L, margin requirements, margin call thresholds, and liquidation scenarios.
- Conducted competitor and market research on trading applications to benchmark features and propose product improvements.
- Leveraged AI-assisted tools to render UI prototypes, collaborated with designers,   and refined prototypes using HTML and CSS to validate user flows and requirements.
- Designed system and business flow diagrams (BPMN, user flows, activity diagrams).
- Authored detailed documentation defining API usage per user case, including validation rules, business rules, and functional behaviors.
- Worked closely with developers through walkthrough sessions before each sprint to clarify requirements, edge cases, and technical feasibility.
- Supported payment initiatives including VietQR integration and process enhancements.
- Contributed to building CMS tools and operational features to reduce manual workload for internal operations teams.
- Participated in functional, integration, and API testing to validate trading, payment, and risk-related functionality.
- Conducted knowledge transfer sessions and created user manuals to onboard internal users after feature delivery.
- Managed product backlog and coordinated with PO, Designers, Developers, DevOps, QA, and Scrum Master in Agile/Scrum environment.

Technologies: Use Case Modeling, User Flow, Activity Diagram, Postman, Jira, Confluence, Draw.io, Agile Scrum, Figma.

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 and Software Requirements Specifications.
- Designed detailed flowcharts and test scenario diagrams for comprehensive test coverage.
- Developed and maintained automation scripts for booking and administration modules..

MyKomo booking

Project description: A SaaS platform connecting beauty service providers with customers through online booking.

Number of participants: 09

Position: Quality Assurance Engineer & Business Analyst

Responsibility:
- Gathered and analyzed business and functional requirements with Product Owner.
- Authored comprehensive 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, MongoDB, Jira, Confluence, Draw.io, Agile Scrum, Figma.

Komo Admin (CRM Dashboard for Salon Owners, OPs)

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

Responsibility:
- Analyzed requirements and created comprehensive test cases.
- 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, MongoDB, Jira, Confluence, Draw.io, Agile Scrum, Figma.

Digital Marketing Executive & Business Analyst | Kaleidoscope Tech Asia *(12/2021 - 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.

EZChoice website and SEO & Content Management tool

Project description: A non-life insurance comparison platform and an internal tool for content modification, SEO optimization, image management, and blog page functions.

Number of participants: 05

Position: QA & Business Analyst

Responsibility:
- Created Software Requirements Specification for content modification and SEO optimization features. Performed functional tests verifying UI, comparison flow, payment, and data validation.
- 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, Figma.

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.

Video Course Management Platform

Project description: An e-learning platform for video course management with user authentication and content protection.

Number of participants: 02

Position: QA & Business Analyst

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

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.
- 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.

PERSONAL PROJECTS

EasyGo App *(12/2025 - Present)*

Project description: An application that aggregates and compares real-time pricing and estimated arrival times across multiple ride-hailing platforms to help users identify the most cost-effective and time-efficient travel options.

Details: *https://app.visily.ai/projects/d6d092f5-81e1-408e-b39a-22821eeafd2e/boards/2410495*

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

Project description: A reusable automation testing framework for web applications.

Position: Trainee Automation QA/Test Engineer

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.

Details: *https://github.com/linhln20/selenium-java/*

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*

EDUCATION

UNIVERSITY ECONOMICS HO CHI MINH CITY	COLLEGE OF FOREIGN ECONOMIC RELATIONS
Business Administration | 08/2020 - 03/2022	*Business Administration* | 09/2014 - 08/2017