Minh-Hao LE

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SUMMARY

I aim to transition into data analytic roles, drawing on over 4 years of diverse experience in project management and client operations as a bilingual Business Analyst. I'm driven by the ability of providing actionable insights and improve decision-making through data. My experience equips me with a deep understanding of business processes and working with complex data systems in finance. My GitHub portfolio showcases my hands-on skills in data analysis.

PROFESSIONAL EXPERIENCE

BUSINESS ANALYST, Amaris Consulting – **Mandate: Healthcare**   *2023*

- ✓ **Delivered comprehensive analysis of IT project requests in the Plan (PBR model) to be presented and approved by a committee for the Build phase**
    - o Conducted comprehensive analysis of 8 IT project requests on average with tight deadlines (evaluation of needs, risks, solutions, impacts, costs analysis, feasibility and cybersecurity)
- ✓ Assumed responsibilities from the Build team to develop the work plan (deliverables, RACI matrix, prerequisites, mitigation plan) for some requests
- ✓ Cross-functional collaboration with diverse stakeholders (clients & suppliers), effectively gathering and clarifying their requirements, managing expectations, relationship management and providing transparent progress updates
- ✓ Adapted to various unfamiliar processes, technologies, and software to offer solutions and recommendations that aligned with cybersecurity and infrastructure requirements

Tools Used: MS Office | MS Visio | Octopus ITSM | Mural Project Management |

BUSINESS ANALYST, CGI – **Mandate: Desjardins**   *2021*

- ✓ **Conducted SQL-driven analysis of financial reports, ensuring data integrity by capturing source data transformations**
- ✓ Analyzed and mapped various source systems, risks and dependencies to identify and prioritize actionable business requirements, delivering impactful insights to product owners (PO) for decision-making
- ✓ Collaborated with stakeholders and product PO to gather project progress data, created Epics and User Stories, and managed the backlog and roadmap for agile project planning
- ✓ Led workshops with PO and stakeholders with target solutions and streamline business processes
- ✓ Synthesized and simplified information for analysis for cross-functional teams

Tools Used: SQL | MS Office | MS Visio | JIRA |

EPM/CPM FUNCTIONAL ANALYST, CGI – **Various clients**   *2020 – 2023*

- ✓ **Implemented/optimized/upgraded clients' financial applications (Oracle Hyperion & OneStream) according to requirements**
    - o Led and successfully managed Service Requests (SR) operations (including analysis, planning, configuration and development, mapping data, ETL, system testing, cutover plans, migration and successful release management)
    - o Solved 3 SR in 3 weeks on OneStream without prior experience and gained client satisfaction
- ✓ Resolved SRs using 80% of the HLE while providing effective solution and increase profit by 20%
- ✓ Collaborated with clients to facilitate business requirements translation to technical team
- ✓ Led end-to-end training with users through workshops and supported migrations and upgrades
- ✓ Built technical documentation defining solutions/business processes/functional requirements/tests

Tools Used: Oracle Hyperion Planning/HFM/PBCS/FDMEE/Essbase/Smartview | OneStream XF (SaaS) | MS Office | JIRA |

TAX ADMINISTRATOR INTERN, Scotiabank (Wealth Management)   *2019*

✓ **Prepared tax returns (personal/investment/trust income) for wealth management clients**
✓ Implemented an automated tax return preparation procedures & data entry through Excel, ensuring a seamless follow-up within the team & clients

Tools Used: Taxprep | MS Office |

IT INTERNAL AUDIT INTERN, Liminal Biosciences   *2018*

✓ **Performed testing for key controls to identify potential risks in compliance with IFRS and ITGC audit**
✓ Provided recommendations to the finance team to improve the month end procedures through data analysis on Excel

Tools Used*:* **Syspro | MS Office |**

FINANCE INTERN, Bombardier Inc.   *2017*

✓ **Supported and optimized the finance team in their month-end process and extracted/analyzed data from SAP to created reports for higher management**
✓ Optimized some month-end processes by automating tasks through Excel Macros & VBA

Tools Used: SAP | MS Office |

TECHNICAL SKILLS

Oracle Hyperion Planning/HFM/PBCS/FDMEE/Essbase/Smartview | OneStream XF (SaaS) | SQL | MySQL | MS SQL | MS PowerBI | Snowflake | JIRA | MS Office | MS Visio | Octopus ITSM | Mural Project Management

EDUCATION and CERTIFICATION

Bachelor of Commerce – Accountancy – Co-op
Concordia University – John Molson School of Business, Montréal, QC, Canada

Leading SAFe – SAFe Agilist (SA)   *2022*
Scaled Agile, Inc.