# Nguyễn Hải Đăng

Product Owner/Business Analyst (CBAP®)

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| **Date of birth:** | October 29, 1997 |
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## OBJECTIVE

CBAP certified and experience in eTraffic and Contact center. Seeking a position as a PO/BA to leverage business analysis skills to orient and develop products

## EDUCATION

**2016 - 2021**

**Posts and Telecommunications Institute of Technology**
Major: Information Security
The Degree of Engineer in Information Security (Good)

## WORK EXPERIENCE

**04/2021 - Present**

**Viettel Solutions**
Business Analyst
1. Electronic toll collection (Epass):
- Key Responsibilities:
• Accountable for 7 subsystems: Dashboard, Report, Inventory Management, Post Audit/Violation, Control of revenues, NOC, MyCC
• Managed a solution team: 2 to 3 Business Analysts
• Collaborated with customers to discover needs and deliver the best solution. Translated business needs into solution requirements
• Created estimation documents, technical AC documents for allocating resources and hiring outsource purpose
• Traced, prioritized requirements (approximately 30 requirements per month) using Traceability Matrix
• Specified requirements into Prototype, BRD, SRS, and Database Documents
- Key Achievements:
• Collaborated with Sales team to successfully sign 2 software upgrade contracts
• Successfully go-live all systems (20 subsystems) in backend system contract
2. Contact center (MyCC/IPCC)
- Key Responsibilities:
• Elicited and collaborated with customers to identify business and stakeholder requirements of developing IPCCv2 (Contact Center version 2)

• Collaborated with PO to benchmark competitors products (Stringee and Mitek)
• Worked with a third party VTCC to integrate Cyber bot (Chat bot and Call bot) into MyCC
• Analyzed and delivered solutions for maintenance and upgrade requirements
- Key Achievements:
• Completed and signed-off scope and a requirement list (approximately 700 requirements) for IPCCv2
• Successfully integrated cyber bot into MyCC

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| 09/2020 - 04/2021 | **TTC Solutions**<br>Business Analyst<br>1. HandBeGo (Game) and MyViettel Application<br>- Key Responsibilities:<br>• Accountable for functional requirements and specified them into SRS, API Documents, and Prototypes<br>• Worked closely with development team to ensure deliverables meet customers needs<br>- Key Achievements:<br>• Delivered solutions to development team on time |

## CERTIFICATIONS

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| 2020 | IELTS Certificate |
| 2021 | CBAP® Certificate by IIBA |

## SKILLS

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| **Prototype** | Axure RP 10/ Figma |
| **Modeling Tools** | Visio/FigJam |