Resume

Nguyen Thi Ngoc Hanh

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Experienced in IT Consultant Professional/ Banking/ Finance

BA (Information Technology & Multimedia – RMIT University)
Master of Marketing & Sales Service (CFVG)

Committed to Achieving and Supporting Corporate Objectives

Contribute to cross-functional success by facilitating communication across individual development team; support the sale process, interfacing with end users, third parties and management. Learns quickly, enjoys challenges and works well independently as well as collaboratively in a team setting.

Core Strengths

- Marketing / Positioning Strategies
- Marketing Communications
- Presentations / Problem Solving
- Client Needs Analysis
- Relationship Building
- Consultative

Skills

- Strong conceptualization, interpersonal skills essential for administration of an international corporation
- Strong teamwork skills developed through team projects
- Effective oral & written communications
- Fluent in English and Vietnamese

Computer Skills

- High competence in using Microsoft Office & Internet
- Familiar with MS SQL
- Familiar with Graphic Design tools: Photoshop, Illustrator

Short Trainning Course

- 7/2008: Training trip to India – Bangalore (Internal Training about Front Office system)
- 4/2007 – 5/2007: Study trip to France – Paris (part of Marketing Master Program)
- 2012: 6 Sigma Training Course (Inhouse training at Home Credit)
- 5/2021: Product Management Course (Nodric Coder School)

Professional Experience

Asia Commercial Bank (ACB), (12/2022 – 09/2022)

Business Analyst
- Create Business Requirement Spec, SRS (System Requirement Spec), User Stories and wire frame for complex UCs.
- Transfer Business requirement to IT Division team or IT vendors.
- Act as the bridge between Business Unit and IT Division or IT vendors to clarify requirement with development team (developers, testers, UI designer) in both business and system analysis view, and facilitate communication among internal team members.
- Work with QC to verify that all requirements of the system are fulfilled by the implementation in the traceability manner among requirements, CR and implementation.
- Write testing scenarios for UAT.
- Support UAT in testing, verifying bugs/issues.
- Analyze and reverse engineer the existing system to describe it in the requirement specifications that can be understood by project team.

GFT Technologies Vietnam Limited (9/2021 – 11/2022)

Business Analyst
- Act as the proxy of client Product Owner for the team, cooperate with Scrum Master in the activities of grooming and maintaining the product backlog.
- Contribute to backlog management, prioritization within the team.
- Prepare user stories agree with team and client Product Owner.
- Participate in features validation, ensure proposal, estimation, and scope for a feature is completed.
- Contribute towards release planning and release signoffs.
- Facilitating getting the work done.
- Facilitating discussion, decision making, and conflict resolution when discussing issues across squads.

JACCS International Vietnam Finance Company Limited (9/2020 – 8/2021)

Business Analyst
- Responsible for analyzing, assessment, requirement for project assignment;
- Record, keep track, analyze change request, requirement from business divisions.
- Support vendor on requirement specification clarification.
- Work with vendor, relevant divisions to build and to implement solution for change request
- Participating analyze and build software integration.
- Build project testing; test scenario for project and change request.
- Build project plan to implement solution for change request.
- Coordinate with business division to ensure project meet timeline.
- Communicate to vendor on technical and related solutions.

- Give solutions assessment to business divisions.

Asia Commercial Bank (ACB), 1/2020 – 8/2020)
IT Vendor Management
- Build the Vendor Management Process (IT Vendors) which aligns with SBV regulations /Bank's policy and get approval from related departments.
- Build and update the related vendor management documents (RFP, Scorecards, Vendor Post Evaluation forms, …).
- Work with Risk Ops department to conduct required risk assessments on the incoming, ongoing bank's projects.
- Search & negotiate with vendor to clarify Implementation Plan and win-win contract for both parties.
- Work with inhouse & outsourcing team to clarify implementation plan & deliverable milestone.
- Tracking on Implementation plan & Deliverables Milestones to ensure inhouse & outsourcing following this plan.
- Tracking on payment for vendor, manage outsourcing budget.
- Resolve stuck points, misunderstanding between inhouse & outsourcing team.
- Prepare Vendor Management Documents.

N2N-AFE Hong Kong, 6/2018 – 1/2019
Business Analyst/IT Coordinator
- Coordinate with inhouse and offshore development teams to build and implement the system customizations, follow the customer requirements.
- Process internal testing all the change requests, bugs fixing before releasing to customers for UAT.
- Supporting UAT and obtaining sign-off from customers after successful testing.

- Improving the news broadcast on customer websites by analyzing and building new working process with 90% steps to be automated.

FE Credit, 5/2016 – 5/2018
Business Analyst
Business Requirements/Change requests:
- Conduct analysis of business and user needs to develop requirements.
- Lead and conduct interviewing tasks.
- Working closely with development/systems administration team and third parties to design, validate, and manage the implementation of the solutions to requirements.
- Maintain the updates of the documents developed during the requirement collection, analysis, and system/application design.
- Testing: Work with the business users and development team/systems administration

team, responsible for the creation and execution of application test scripts, scenarios & test plans that validate initial business requirements.
- Post - production support.
- Training: Use obtained knowledge during the requirement analysis and systems/applications implementation to design, plan and deliver user training.

Cadena Vietnam, 6/2015 – 4/2016
Business Analyst / Implementation Consultant

- Provide the HR, Payroll & Time Attendance management solution to client.
- Work with development team to ensure delivery date following project plan.
- Assess stakeholder's business needs and business process. Interview the domain expert at client's company to capture relevant domain knowledge.

- Document customer's requirements in User Requirement Specification, Software Requirement Specification.
- Define the external interface, constraint and other non-functional requirements.
- Participate in peer reviews of work product derived from requirement specification to ensure that the requirements were interpreted correctly.

PPF Vietnam Finance (Home Credit), 9/2012 – 5/2014
Process Analyst:
- Co-operate with different departments to do mapping business process, create the clear and well control process.
- Documenting business procedures, obtain sign-off from related departments as well as high level managers.

Product Specialist:
- Study and analyze competitor's product/marketing activities.
- Promote a range of products and services to clients.
- Co-operate with sales & marketing teams to implement marketing and promotional activities.
- Acting as a team member of new core system implementation – UAT, preparing test scripts relate to product …

ANZ Bank (Australian New Zealand Bank), 1/2010 – 8/2012
Product Business Analyst (Wealth Management/Insurance products)

- Assist Product Manager in improving the current business process, complete internal business procedures and obtain sign-off from related departments as well as high-level managers.
- Analyze existing business process to have recommendation of improvement.
- Coordinate to help user to define their needs, responsible for delivering of business requirement analysis and functional/non-functional specifications.
- Act as user representative: support and manage test cases & expected results.
- UAT: Organize and manage User Acceptance Test.
- Coordinate with all customers (internal) as well as with IT development team to build system requirements, delivery plan in accordance with the needs and resources.
- Establish and manage requirements and changes for all application systems effectively.
- Working with marketing team for marketing documents, translates product features in English into Vietnamese.
- Working on daily/weekly/monthly reports and other ad-hoc works

CMS – Capital Market Solutions, 01/2008 – 12/2009
Implementation / Support Consultant

- Implement the software system (Front Office & Back Office for Securities Company).

- Working with project manager and other implementation staffs to ensure the project achieve the tasks within specific time scale.
- Support end users after the system goes live.
- Documents the client's business requirements which including details and assumptions.
- Study and analyze draft user requirements.
- Doing documentation for Software User Guides.
- Cooperate with development team in developing the product and troubleshooting.
- Acting as a contact point between Business Analyst, development team and clients in case clarification of system requirements.
- Configuring and customizing the software as user request.
- Transferring the product knowledge to other support consultants and business partners.
- Training the end users how to use the system.
- Pre-Sales support - Answer Client's questions relate to the system.
- Making demo presentation of system to potential clients.
- Translate technical documents.

Campina Joint Venture Company, HCMC, 1/2006 – 9/2007
Assistant of Brand Manager

- Assist Brand Manager in carrying marketing plan.
- Cooperated working with other departments to achieve to marketing goals.
- Work with Advertising, Media and Marketing Research. Keep track the results to make sure fitting the marketing strategy and goals.
- Contributed ideas and content for marketing campaigns.
- Implementation Schedule Management.
- Product training to sales force.

Education

CFVG School (ESCP – EAP & IAE Paris 1 Sorbonne)
Master of Marketing & Sales Service, 3/2008

RMIT International University Vietnam
Bachelor of Information Technology & Multimedia, 11/2005