

# Nguyen Thi Chi Lam

BUSINESS ANALYST



**Date of birth**  
15/10/2001

**Gender**  
Female

**Address**  
District 5, Ho Chi Minh City

**Phone**  
0967423249

**Email**  
nguyenlam151001@gmail.com

**Website**  
linkedin.com/in/lâm-nguyễn-a42b31286

## Objective

Dynamic and motivated recent graduate in Information Systems, seeking to leverage technical skills in a Business Analyst role. Desire to learn, develop expertise and contribute to enhance analytical capabilities to effectively support team objectives. Ready to tackle challenges and drive improvements through decision-making in a dynamic business setting.

## Skills

- ◆ Data Analysis and Visualization: PowerBI, Excel
- ◆ Diagramming: Draw.io, StarUML, Visio
- ◆ Programming: Python, SQL
- ◆ Project Management: Jira, Trello
- ◆ Stakeholder Engagement & Communication
- ◆ Soft Skills: Analytical Thinking, Problem-Solving, Communication and Collaboration

## Activities

June 2020 - Sep 2020  
**Manga Trans & Edit Team**  
Volunteer Translator

May 2020 - Jun 2020  
**UIT SAFE Volunteer**  
Participate in the volunteer movement to measure the temperature of students, lecturers and visitors to UIT during the Covid19 outbreak.

Dec 2019  
**UIT ENGLISH SPEAKING CONTEST**  
Participate in the English contest about the era of technological development.

## Certifications

TOEIC Certificate (Score 835) | 2024

## Experience

Dec 2024 - Present

### FREELANCE RESEARCH ANALYST

- ◆ Collect and research scientific articles related to Quality of Accounting Information Systems (QAIS).
- ◆ Analyze survey data using SPSS, perform Exploratory Factor Analysis (EFA) and calculate Cronbach's Alpha to test the reliability of the data.
- ◆ Support research for thesis on QAIS in enterprise.

Sep 2023 - Dec 2023

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BUSINESS ANALYST & QA TESTER INTERN

#### Business Analyst:

- ◆ Analyzed As-is business processes and suggested improvements.
- ◆ Designed a user-friendly contract management screen.
- ◆ Defined business requirements and documented workflows using Jira/Confluence.

#### QA Tester:

- ◆ Developed test cases and conducted functional testing.
- ◆ Reported and tracked software defects in Jira, collaborating with developers to improve product quality.

Aug 2022 - Dec 2022

### CAT MARKET RESEARCH & ADVISOR

- ◆ Researched and observed market trends, breed popularity, and buyer preferences.
- ◆ Evaluate regional prices and demand based on experience and observations.
- ◆ Advise customers on appropriate breed selection and basic care.
- ◆ Negotiate reasonable prices between buyers and sellers.

## Education

Oct 2019 - Nov 2024

### UNIVERSITY OF INFORMATION TECHNOLOGY - UIT

#### Major: Information System

- ◆ Relevant coursework: System Analysis & Design; Data, Process, and Object Modeling; Enterprise Resource Planning
- ◆ Graduation Project: Forecasting gold price based on machine learning.