

# Nguyen Thi Chi Lam

IT BUSINESS ANALYST



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

**Gender**  
Female

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## Objective

Dynamic and motivated recent graduate in Information Systems, seeking to leverage technical skills in an IT Business Analyst role. Committed to continuous learning and professional growth, aiming to enhance analytical capabilities and contribute effectively to team objectives. Ready to tackle challenges and drive improvements through informed decision-making in a dynamic business environment.

## Skills

- Project Management: Jira/Confluence, Trello
- Design and Diagramming: StarUML, Figma, Visio, Draw.io, PowerPoint
- Data Visualization: PowerBI, Excel
- Programming: Python, SQL
- Soft Skills: Critical 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

Sep 2023 - Dec 2023  
**CJ OLIVENETWORKS VINA**  
Business Analyst & QA Tester Intern

- Business Analyst:**
- Analyzed As-is business processes and proposed To-be process improvements.
  - Designed contract management screen mockups, ensuring an user-friendly interface.
  - Defined business requirements and documented workflows using Jira/Confluence for project tracking.

- QA Tester:**
- Developed detailed test cases and conducted functional testing before deployment.
  - Performed scenario-based testing to ensure system reliability.
  - Reported and tracked software defects using Jira, collaborating closely with developers to improve product quality.

Aug 2022 - Dec 2022  
**Freelance Pet Broker (Cat Trading Consultant)**

- Acted as an intermediary between cat owners and buyers, negotiating fair deals.
- Researched market trends to match potential buyers with suitable cat breeds.
- Advised customers on pet selection and basic care.
- Closed multiple transactions and earned commission-based revenue.

## Education

Oct 2019 - Nov 2024  
**UNIVERSITY OF INFORMATION TECHNOLOGY - UIT**  
Major: Information System