PORTFOLIO	LINKEDIN	PHONE	EMAIL	ADDRESS
phthao2003.github.io	thao-ntp	+84 905 103 596	thaodhy145@gmail.com	D5, HCMC

NGUYEN THI PHUONG THAO

BUSINESS ANALYST

As a Business Analyst, my guiding principle is to thoroughly understand clients' business needs and then design effective technological solutions. My strengths lie in research, requirement gathering, analysis, and idea modeling. As a recent graduate, I am eager to participate in any project that will allow me to elevate these skills to a new level.

EDUCATION

University Of Economics Ho Chi Minh City – UEH UNIVERSITY   *Nov 2024*
- Major: E-Commerce | Final year student
- GPA: 3.85/4.0

EXPERIENCE

Uway Technology Consulting Co.,Ltd   *May 2024 – Aug 2024*
Business Analyst Intern   *Agile, Scrum*
- Analyzed business processes, workflows, and systems to identify improvement areas.
- Collaborated with external stakeholders to gather and document business requirements.
- Worked closely with Development and Design teams to ensure seamless project execution.
- Assisted Product Owner in managing Product Backlog, refining User Stories, and tracking project progress.
- Tested system functionality and interfaces to ensure system quality before customer demos.

FireApps Technology JSC   *May 2023 – Sep 2023*
Customer Success Freelancer
- Engaged with customers on the Shopify platform via CRM, specializing in dropshipping.
- Guided customers in application setup, addressed technical issues and provided consultation for upselling and cross-selling products.
- Collaborated closely with Customer Support and Technical Support to ensure a seamless customer experience.
- Gained expertise in business operations and sales through handling a variety of customer situations.

UNIVERSITY PROJECTS

Retrodx Ecommerce Website | Website Application Development   *Dec 2023*
Leader
- Defined project vision, planned strategies based on instructor's requirements.
- Customized and designed website interfaces based on pre-existing templates.
- Developed functionalities for adding, deleting, and updating categories products; integrated database data into the homepage.
- Handled conflict resolution, code integration, and project management using GitHub.
- **Technologies Used:** Figma, HTML, CSS, JS, ASP.NET MVC, SQL Server, Visual Studio, VS Code, GitHub.

Litah Ecommerce Website| System Design & Analysis   *Oct 2022*
Leader
- Interpreted and understood the assignment requirements provided by the instructor.
- Conceptualized and planned the project's direction, including selecting a suitable topic.
- Contributed to the creation of project diagrams to visually represent system processes.
- Assigned specific tasks to team members, ensuring balanced workload and timely completion.
- Programmed a basic website to demonstrate the project's system functionality.
- **Technologies Used:** Draw.io, SQL Server, Visual Studio.

SKILLS & ADDITIONAL

Technical Skills: HTML, CSS, SQL.
Frameworks & Tools: Figma, Lucid chart, VS Code, Visual Studio, SQL Server, Notion, Slack, Discord, Trello.
Languages Skills: English (TOEIC 695).
Certifications: Foundations of User Experience (UX) Design (Google); Agile Development and Scrum Master (Udemy); Fundamentals of Digital Marketing (Google).
Volunteer Experience:
- Participating in Volunteer Mid-Autumn Festival 2023, giving gifts to children at a primary school in Mang Thit District, Vinh Long Province.
- Participating in Compassionate Shelter 2023, visiting children affected by agent orange.

Soft Skills: Leadership, Time Management, Creativity, Self-learning, Design Thinking, Problem Solving.

ACTIVITIES

EduBin Start-up

Co-Founder   *Nov 2022 – Jan 2024*
EduBin is a technology startup utilizing AI/Computer Vision technology to recognize various types of waste in real-time and provide users with guidance on proper disposal methods.

Responsibility
- Recruited members and established a strong Co-Founder team.
- Participated in product research and development, contributing to the creation of innovative business models.
- Led the team in various startup competitions, showcasing leadership and strategic skills.
- Designed standees and websites, created engaging content, and implemented effective marketing strategies.

AWARDS

- Champion I'mpossible 2023 - Startup Launcher.
- First Runner-up UEH BizTech Hackathon 2022.
- Third Prize Community Reshaping 2023 Competition.
- C Prize of the Young Researcher 2024 Competition – University of Economics Ho Chi Minh City.
- Student of 5 Merits of Business Information Technology Department, UEH University.
- Top 5 GBA Bussiness Challenge 2023 – Season IV.
- Top 25 students participating in the Seeds for the Future 2023 program.
- Top 50 Southern Excellent Students in the FPT Telecom Next Gen Leaders 2024 program.