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| **PORTFOLIO**  [phthao2003.github.io](https://phthao2003.github.io/portfolio/) | **LINKEDIN**  [thao-ntp](https://www.linkedin.com/in/nguyenphuong-thao/) | **PHONE**  +84 905 103 596 | **EMAIL**  thaodhy145@gmail.com | **ADDRESS**  D5, HCMC |

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| **Thiết kế chưa có tên (16)** | **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.
* Monitored project progress, proactively addressing issues to ensure timely delivery.
* 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**](https://phthao2003.github.io/portfolio/portfolio-details-retrodx.html)| 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**](https://phthao2003.github.io/portfolio/portfolio-details-litah.html)| 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**](https://edubingreentech.vercel.app/)

*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.