

# LE PHAM HOANG PHUONG

## IT BUSINESS ANALYST

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## SUMMARY

Final-year Computer Science student with strong analytical skills and a solid foundation in business requirement modeling and process visualization. Eager to grow into an IT Business Analyst, bridging business and technology to deliver clear, data-driven solutions.

## WORK EXPERIENCES

### AI Educator - PIAI Technology & Education, HCMC

November, 2025 – Present

- Taught **120+ students (ages 11–15)** fundamental AI concepts and everyday applications.
- Conducted **8 interactive sessions** exploring AI tools and chatbots
- Designed **5 age-appropriate lesson plans**, fostering curiosity in STEM and digital literacy.
- Achieved **90% positive feedback** from students and teachers for engaging and effective delivery.

### Business Development Executive - Shinhan Finance, HCMC

April, 2024 – June, 2025

- Managed customer data, loan processing, and documentation with full compliance.
- Analyzed credit data, achieving **28% loan approval rate** and **10% faster approvals** for low-risk cases.
- Served as main client contact, driving **35% re-loan rate** through effective communication.
- Collaborated with sales & risk teams to improve workflow efficiency and customer experience.
- Collaborated on internal projects to optimize product marketing and service workflows.

## SKILLS

- Language: Python, Java, SQL.
- UX/UI: HTML, CSS, Bootstrap.
- Business Analysis: Requirement Elicitation, BPMN 2.0, UML, User Stories, Agile/Scrum, UAT.
- Tools: Power BI, Tableau, Postman, SSMS, Draw.io, Figma, Jira.

## PROJECTS

### End-to-End Financial Risk Assessment System 🔗

October, 2025 - November, 2025

- Simulated an end-to-end ETL pipeline processing **10,000+ loan** records into a clean Star Schema for optimal reporting.
- Developed a Predictive Risk Model (Random Forest) achieving **79.5% Accuracy**, projecting a potential **15% reduction** in bad debt exposure.
- Designed an interactive Power BI Dashboard to monitor portfolio health and drill down into performance across **7 credit grades (A-G)**.
- Identified key default drivers (High DTI & Interest Rates) and a **3x higher default risk** in Grade G, recommending stricter approval policies.

**Technologies:** Python, Pandas, Scikit-learn, Power BI, DAX, SQL.

## EDUCATION

Bachelor of Computer Science, Ton Duc Thang University

October, 2021 - April, 2026

## CERTIFICATION

Cambridge English: Preliminary B2

January, 2023

Google Analytics

2022