NGUYỄN MẠNH TUẤN

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Summary

As a prospective member, I aspire to contribute within an active and professional environment that offers valuable opportunities for career advancement.

Deep understanding of business processes, enabling me to effectively analyze needs, identify risks, and provide valuable insights to support strategic decision-making.

Consistently prioritize the creation of a positive work environment and the effective allocation of resources to ensure the success of projects.

Good at collaborating with diverse stakeholders, fostering strong relationships and ensuring alignment with organizational goals.

Language

English:

TOEIC - Band scores: 805/990

Soft Skills

- Leadership
- Teamwork
- Communication
- Problem-solving
- Adaptability
- Planning
- Facilitating
- Resources Management
- Note-taking

EXPERIENCE

- **Senior Business Analyst cum Project Manager (Jan 2024 – Present)**
  STRAITS FINANCIAL GROUP
  - Led and executed end-to-end projects within a global trading corporation, collaborating directly with C-level stakeholders and teams across the US, Singapore, Indonesia, and Vietnam. Successfully launched the first nano-contract trading solution for commodities in both the Indonesia and Vietnam market, in partnership with the Asia Commodity Marketplace.
  - Architected and deployed a comprehensive multi-assets trading solution for companies, including both customized and white-label solutions.
  - Acted as the primary liaison between stakeholders and development teams. Systematically gathered, analyzed, and proposed business requirements, and integrated these solutions to diversify the product portfolio and meet evolving client needs.
  - Drove strategic third-party integrations to enhance the overall customer experience, including crucial systems like eKYC, eContract, payment gateways, and trading bots.
  - Managed all aspects of the project lifecycle, including scope, resources, quality, risk, and timeline. Ensured on-time project delivery, aligning all efforts with the company's strategic growth objectives.

- **Product Owner (Apr 2022 – Dec 2023)**
  CITEK TECHNOLOGY JOINT STOCK COMPANY
  - Participated in meetings following the Scrum methodology involves key sessions like sprint planning, daily scrum, sprint review, and sprint retrospective.
  - Collaborated with stakeholders and team members to establish project goals, scope, and deliverables, while also addressing and resolving issues and conflicts when they occurred.
  - Gathered requirements from stakeholders, collected relevant data and conducted a comprehensive analysis to understand current business processes and identify any gaps, risks, and opportunities for improvement.
  - Designed and recommended appropriate solutions that align with business goals and stakeholder expectations.
  - Participated in the implementation and testing of new or improved business processes.
  - Prepared, updated, and delivered user manuals to stakeholders, ensuring that the documentation provided was comprehensive and up to date.

- **Senior Business Analyst cum Project Manager (Nov 2016 - Apr 2022)**
  FPT INFORMATION SYSTEM CORPORATION
  - Conducted surveys and actively engaged with end-users to collect valuable information and gain a better understanding of user needs and expectations and provided advice to improve the system.
  - Prepared business process and functional specification documents that align with proposed solutions.
  - Prepared a comprehensive plan that outlined the project scope, deliverables, schedule, budget, and resource allocation.
  - Effectively allocated and managed resources based on their skills and expertise, all while ensuring output quality and the timeline

- **Auditor (August 2015 - Nov 2016)**
  CROWE HORWATH VIETNAM CO., LTD

TECHNICAL SKILLS

- Good understanding of BABOK knowledge areas.
- Experience in many project management methods such as: Waterfall, Scrum, Kanban.
- Experience in using Microsoft Visio, Miro, Figma for creating business process models, UML diagrams, and designing mock-ups, wireframes, and prototypes.
- Strong knowledge of ERP systems and familiarity with SAP S/4HANA.
- Proficiency in using Microsoft office tools: Word, Excel, PowerPoint, Projects, and Outlook.
- Experience with visualization tools: Tableau and PowerBI.
- Proficient in SQL databases (MS SQL, PostgreSQL), NoSQL database (MongoDB) and programming languages (JavaScript , Python).

EDUCATION

2011 - 2015
Bachelor's Degree in Corporate Finance
University of Economics Ho Chi Minh City

- GPA: 8.3
- UEH-500 award (2015)
- UEH Young Economist award (2015)

CERTIFICATION

2023
Google Project Management Professional Certificate

2023
Google Data Analytics Professional Certificate

2020
Data Analysis with Python Certificate at Nordic Coder

TYPICAL PROJECTS

- **Multi Assets Trading Solution – STRAITS FINANCIAL GROUP**
- **Summary:** A real-time, transparent, and comprehensive multi-product trading solution designed for trading companies. This product involved developing a platform that could be deployed as a fully customized solution based on client needs or as a white-label platform with direct connectivity to leading global commodity exchanges, including CME Exchange Group (US) and ACM (Indonesia).
- **Project management methodology:** Scrum
- **Management tools:** Microsoft Project, JIRA
- **Technology description:** NextJS, GO, message broker (Kafka), MongoDB, PostgreSQL, Redis, RESTful API, Kubenetes

- **SCM Suite System – CITEK TECHNOLOGY JOINT STOCK COMPANY**
- **Summary:** The system supports retail stores through an ERP solution and integrates with various third-party systems, such as: SAP, e-commerce systems (Haravan, Lazada, Shopee), payment gateways (MoMo, ZaloPay, VNPAY) and delivery systems (Ahamove, NinjaVan).
- **Project management methodology:** Scrum
- **Management tools:** Microsoft Project, JIRA
- **Technology description:** NodeJS, message broker (NATS), MongoDB, PostgreSQL, Redis, GraphQL, Kubenetes, ReactJS

- **Vietravel's Accounting System – FPT INFORMATION SYSTEM**
- **Summary:** Building and implementing an accounting management software system for Vietravel and its subsidiary units. The system facilitated effective monitoring and control of data across the entire system, enabling the generation of consolidated financial statements as well as monitoring the budget utilization of the corporation.
- **Project management methodology:** Waterfall
- **Management tools:** JIRA, ePMS
- **Technology description:** C#, MS SQL Server, Crystal Report.