TA ANH LUAN
PRODUCT OWNER

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CERTIFICATIONS

2014: TOEIC Certificate with score 800

2022: PMP® Exam Prep Seminar

2022: Beginning Project Management: Project Management Level One

2022: Scrum Certification

2022: Fundamentals of Agile

EDUCATION

● **Industrial University of Ho Chi Minh City**

Major: Network Engineering   2014 - 2018

- - Information Technology

WORK EXPERIENCE

● **BIC GROUP**

PRODUCT OWNER   October 2023 **-** NOW

Responsibilities:
 - Managed cross-functional teams for the implementation of Corp Digital Banking with full features.
 - Set Key Performance Indicators (KPIs) to monitor team performance and project progress.
 - Built and prioritized product backlogs in alignment with business objectives and customer needs.
 - Led project planning activities, including sprint planning, backlog grooming, and release management.

 Achievement:
- Successfully guided the team to achieve project milestones and deliverables, meeting objectives within designated timeframes.

 Experience:
 - Led AML integration projects, ensuring compliance with regulatory requirements and implementing automated monitoring processes.
 - Managed the integration of T24 and Backbase core banking systems, overseeing data migration and system compatibility.
 - Spearheaded the implementation of a centralized Payment Hub solution for streamlined transaction processing

● **Xebia Group**

SENIOR BUSINESS CONSULTANT   November 2022 **-** October 2023

Responsibilities:
- Led initiatives to foster digital leadership and resilience in organizations across finance and banking sectors.
- Analyzed industry dynamics, business models, and technologies to develop strategic plans.
- Facilitated workshops to enhance organizational value streams,

technology adoption, and leadership effectiveness.Advised board members and directors on improving business agility and organizational efficiency.
- Implemented Agile/Scrum methodologies to ensure timely project delivery.
 Achievement:Ensured timely completion of project milestones, maintaining high standards of quality and efficiency.

- **FPT Software**

Project Manager - Scrum Master   April 2022 **-** November 2022

Business purpose:
1. Enhance competitiveness through company-wide realignment into a new industry-oriented business group structure
2. Improve group-wide productivity through extensive reinforcement.
Scope of work:
- Effectively communicated the scopes, schedules, and budgets with both customers and contractors on a variety of projects.
- Prepared financial reports in Jira & Microsoft Excel for the firm including, profit and loss statements, balance sheets, income statements, yearly overhead, rate calculations, and monthly billing reports.
- Define project schedules, allocate resources and monitor progress Build project team spirit by motivating, connecting team members toward contributing to company and customers success, clients success.
- Resolve and identify cross-functional issues to deliver technology solutions.
Working environment: US, UK, India
Tools: Jira, confluence, figma, draw.io, slack.
Domain: B2C E-Commerce, Manufacturing
Methodology model: Agile/Scrum, Hybrid
Project handling: 3
Performance appraisal: BA team, QA team, Dev team
Manage team size: 40+
Achievement: Project deliverables ensure that all functions are completed on time.

- **Amaris Consulting - Mantu Group**

Senior Business Analyst - Scrum
Master   January 2021 **-** April 2022

Business purpose:
Mantu is an independent global player providing guidance and services to businesses and entrepreneurs. Connect and power companies with leading teams and technology to succeed faster and sustainably.
Scope of work:
- Analysis and collection of business requirements.
- Creation of functional specification and redaction of functional documentation for development based on business requirement.
- Supporting testing, analysis, UATs and development.
- Communicate with business on required level.
- Participate on key projects with high responsibility on analyst side.

- Ensure the implementation and monitoring of the project.
- Operational coordination of multidisciplinary teams involved in different projects, quality control of work, identification of standards, methods and procedures to be applied for the project.
- Ensure proactive and effective communication at all levels of the project by providing
- Data migration ensure that the current data remains working and accessible during and after the migration.

Working environment: US, UK, Hong Kong, Singapore, India, France, Australia

Tools: Jira, figma, draw.io, slack.

Domain: Insurance digital transformation

Methodology model: Agile/Scrum, Hybrid

Project handling: 2

Performance appraisal: BA team, QA team, Dev team

Manage team size: 15+

Achievement: Project deliverables ensure that all functions are completed on time.

- **Jaccs Financial Group**

  Senior Business Analyst   August 2020 **-** January 2021

  Business purpose:
  JACCS International Vietnam Finance Company Limited (JIVF) is a member of Japan Consumer Credit Group (JACCS) – one of the oldest financial companies in Japan, established in 1954 and is the pride of the Japanese economy.Main business activities of the JACCS Group include:Credit businessCredit card businessFinancial business, including credit guarantee and other activities.

  Scope of work:
  - Responsible for analyzing, assessment, requirement for project assignment.
  - Record, keep track, analyze change request, requirement from business divisions. Support vendor on requirement specification clarifying.
  - Work with vendor, relevant divisions to build and to implement solution for change request.
  - Participating analyze and build software integration.
  - Build project testing; test scenario for project and change request.
  - Build project plan to implement solution for change request which applies IT environment aims to card business activities.
  - Coordinate with business division to ensure project keep timeline.
  - Communicate to vendor on technical and related solutions if required.
  - Give solutions assessment to business divisions.
  - Other tasks assigned by manger.
  - Data migration ensure that the current data remains working and accessible during and after the migration.

  Working environment: Japan, US

  Tools: Jira

  Domain: Financial digital transformation

  Methodology model: Agile/Scrum, Hybrid

  Project handling: 1

  Performance appraisal: BA team

Achievement: Project deliverables ensure that all functions are completed on time.

- **Innotech**

Senior Business Analyst May 2020 - August 2020

Business purpose:
Start up company digital transformation
Scope of work:
-- Working with stakeholders to understand their needs, concerns and the environment that they operate in to define detailed requirements. Gather, organize and synthesize large amounts of information from various sources.
- Effectively identify and define business needs and problems/issues to enable a feasible solution scope to be developed.
- Effectively communicating requirements to stakeholders, managing conflicts, issues and changes in order to ensure that stakeholders and project team members remain in agreement on solution scope.
- Contributes to the conversion of business needs into functional designs and conduct product training as needed.
- Identifies and manages gaps, determining the effectiveness of proposed solutions and developing Business Requirements documents and models.
- Identify the risks associated with the proposed solution as well as the risk for not implementing the solution.
- Ensure the Team understand the product requirements & backlog and the product is delivered at high quality.
- Data migration ensure that the current data remains working and accessible during and after the migration.
Working environment: VN
Project type:
Sort term project: 3 month
Tools: Jira
Domain: Financial digital transformation
Methodology model: Agile/Scrum, Hybrid
Project handling: 1
Performance appraisal: BA team
Achievement: Project deliverables ensure that all functions are completed on time.

- **Home Credit**

Project Coordinator / Business
Analyst Jun 2018 - May 2020

Business purpose:
To be able to provide all above, we need from you:
- Provide us with the true information- Take loan responsibly. Do check terms and conditions carefully before taking loan and manage your finance to pay back efficiently
- Pay your monthly installments on time and through Home Credit approved payment channels
- Keep us informed in case of any change in your financial or personal information

Scope of work:
- Responsible for making system configuration changes in the Epic application.
- Responsible for achieving in-depth knowledge of application software and business operations to ensure that the application is configured to support business requirements.
- Configures EPIC applications by translating business requirements into software specifications.
- Acts as a liaison between other departments regarding configuration issues.
- Executes test plans for configuration testing; performs problem resolution of configuration.
- Performs in-depth analyses of workflows, data collections, report details, and other technical issues associated with the use of software.
- Develops and documents internal decisions that the form the basis for the design of applications.
- Collaborates with process design, interfaces, testing and implementation teams.
- Conducts comprehensive evaluations and tests new releases.
- Prioritizes and implements system updates and changes; communicates changes to users prior to granting access to new releases.
- Data migration ensure that the current data remains working and accessible during and after the migration.

Working environment: EU
Tools: Jira, Omnitracker, Loxon, Genesys,
Domain: Financial digital transformation
Methodology model: Agile/Scrum, Hybrid
Project handling: 2
Achievement: Project deliverables ensure that all functions are completed on time. Business trip to Czech Republic - Prague City (EU) transfer technology to the others country.

- **Maersk Line**

  Technical support   Apri 2017 **-** Jun 2018

  - Integrating Maersk's IT Operational risk management approach across Technology product portfolios
  - Managing and triaging incoming risk requests by translating and articulating these risks into Maersk's central risk register based on quality principlesSupporting the day-to-day
  - Risk Management activities, including capturing, assessing and managing risks through the Risk Management lifecycleEnsuring alignment with Cyber risk teams across Maersk, preparing meeting content/reports and ensuring actions are documented & delivered
  - Regularly tracking, updating, and monitoring the risk register and associated activities, working with Risk owners to define remediation's and escalating where required
  - Conduct quality assurance on all risk assessments issued by the team where requiredCollate, create, and disseminate regular management reports in a timely manner
  - Act as an SME (Subject Matter Expert) for the tools used by the risk teamBuild effective relationships with key stakeholders in Maersk's

Products & Platform teams
- Driving a culture of understanding and awareness of IT operational
risks throughout TechnologyActively working on ways of improving
the risk management process, including looking into opportunities
for automatic identification of risks

● **Freelancer**

2014 - 2016

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risks throughout TechnologyActively working on ways of improving
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● **Freelancer**

2014 - 2016