Ta Anh Luan

Product Owner



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CERTIFICATIONS

TOEIC Certificate with score 800 2014

PMP® Exam Prep Seminar 2022

Beginning Project Management: Project Management Level One 2022

Scrum Certification 2022

Fundamentals of Agile 2022

WORK EXPERIENCE

October 2024 - NOW

Axon Active Viet Nam

Product Owner

Project: Digital Banking - Migros Bank (Switzerland)

Led the delivery of digital banking solutions for Migros Bank, ensuring alignment with strategic objectives and stakeholder expectations in a regulated financial environment.

Key Responsibilities:

- Team Leadership: Directed cross-functional Agile teams to deliver high-quality digital banking features and enhancements.
- Backlog Management: Owned and prioritized the product backlog to align with business value, customer needs, and compliance requirements.
- Agile Delivery: Facilitated sprint planning, backlog refinement, reviews, and retrospectives to support iterative development and continuous
- improvement.Stakeholder Collaboration: Acted as the primary liaison between Migros Bank's stakeholders and development teams to ensure a shared understanding of priorities and goals.
- KPI Definition: Defined and monitored Key Performance Indicators (KPIs) to track progress and ensure measurable impact of product deliveries.
- User Story Development: Translated business requirements into detailed user stories and acceptance criteria to guide development teams.Strategic Alignment:
- Contributed to product vision, release planning, and roadmap development in support of Migros Bank's digital transformation initiatives.

October 2023 - October 2024 **BIC Bank - Cambodia**Senior Business Analyst / Product Owner

<u>Digital Corporate Banking:</u>Led the implementation of retail banking solutions for BIC Bank Cambodia, ensuring alignment with business goals and stakeholders needs.

Responsibilities

- Team Leadership: Managed cross-functional teams to deliver digital banking projects.
- KPI Development: Defined Key Performance Indicators (KPIs) to monitor team performance and project progress.
- Backlog Management: Developed and prioritized product backlogs based on business objectives and stakeholder requirements.
- Project Planning:Led sprint planning, backlog grooming, and release management for smooth execution.
- Stakeholder Engagement: Facilitated collaboration among business stakeholders, development teams, and departments.

Achievements

- Milestone Achievement: Delivered key project milestones on time while maintaining high-quality standards.
- Compliance: Led Anti-Money Laundering (AML) integration projects, ensuring regulatory compliance and enhanced security.
- System Integration: Managed the integration of T24 and Backbase core banking systems, overseeing data migration and operational continuity.
- Efficiency Improvement: Spearheaded the implementation of a centralized Payment Hub, increasing transaction processing efficiency.

November 2022 - October 2023

Xebia Group - ABBank Project

Senior Business Analyst

ABBank Digital Corporation Banking: Led the implementation of digital banking solutions using Backbase and T24 platforms to enhance organizational agility and customer experience.

Responsibilities

- **Digital Leadership:**Led initiatives to foster digital leadership and resilience within ABBank, focusing on the finance and banking sectors.
- Strategic Analysis: Analyzed industry dynamics, business models, and emerging technologies to develop comprehensive strategic plans for digital transformation.
- Platform Integration: Oversaw the integration of Backbase and T24 systems, ensuring seamless functionality and data flow.
- Workshop Facilitation: Conducted workshops to enhance organizational value streams, promote technology adoption, and improve leadership effectiveness.
- Advisory Role: Advised board members and directors on enhancing business agility and organizational

efficiency.

 Agile Methodologies:Implemented Agile/Scrum methodologies to ensure timely and effective project delivery.

Achievements

- Timely Milestones: Ensured the completion of project milestones on schedule while maintaining high standards of quality and efficiency.
- Successful Deliveries: Delivered key functionalities to market, including:
- Lending
- SolutionseKYC (Electronic Know Your Customer)
- Transaction Banking Services

April 2022 - November 2022

FPT Software

Project Manager - Scrum Master

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.

January 2021 - April 2022

Amaris Consulting - Mantu Group

Senior Business Analyst - Scrum Master

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.

August 2020 - January 2021

Jaces Financial Group

Senior Business Analyst

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 business Credit card business Financial 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.

May 2020 - August 2020

Innotech

Senior Business Analyst

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.

Jun 2018 - May 2020

Home Credit

Project Coordinator / Business Analyst

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.

Apri 2017 - Jun 2018

Maersk Line

Technical support

- 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

2014 - 2016

Freelancer

EDUCATION

2014 - 2018

Industrial University of Ho Chi Minh City

Major: Network Engineering
- Information Technology