# Ta Anh Luan

Senior Business Analyst Lead



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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

# **EDUCATION**

2014 - 2018

**Industrial University of Ho Chi Minh City** 

Major: Network Engineering
- Information Technology

#### WORK EXPERIENCE

October 2023 - NOW

**BIC Bank - Cambodia** 

Senior Business Analyst Lead

<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

# **Jaccs 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