



Luc Huynh Tan Hoang

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CAREER OBJECTIVE

An IT professional with more than 1 year of experience seeking for becoming an IT Business Analyst to gain analytical skills and experience. At the same time contribute to the growth of the company. Become a Senior Business Analyst after 4 - 5 years.

WORK EXPERIENCE

FEB 2023 - JAN 2024	<p>BYS JOINT STOCK COMPANY</p> <p>Implementation Consultant ERP</p> <p>Main Responsibilities:</p> <p>Conduct field surveys at factories and record factory requirements.</p> <p>Gather relevant data and conduct analysis to prepare for UAT.</p> <p>Exchange information inter-department, communicate efficiently with clients to find out the best solutions.</p> <p>Schedule User Software Manuals and system UAT plans.</p> <p>Training Users to operate the software and guide the working process between reality and the system.</p> <p>Supports Error handling and system adjustment requests from Users.</p> <p>Work with the Development Team and Project Manager to find the best solution according to User Requirements.</p> <p>Key Achievement:</p> <p>Training for personnel at factories(Ty Lien Plastic, Nghia Son Wood, Bamboo King Vina...) to understand the working processes and tasks each person will perform.</p> <p>Communicate with customers and clarify thousands of product data being managed by Excel to synchronize all data and help operate the system better.</p> <p>Receive requests from users and work with the Project Manager to describe and design the best solution, hand over to the Development Team to build functions.</p>
SEP 2022 - DEC 2022	<p>AMIT GROUP</p> <p>Business Analyst Internship</p> <p>Main Responsibilities:</p> <p>Write a list of questions and project quotes for clients.</p> <p>Support the Project Manager in writing functional descriptions and design documents.</p> <p>Support functional testing and evaluate system improvements.</p> <p>Design the project wireframe using Balsamiq, Figma.</p> <p>Key Achievement:</p> <p>Build the "Create new exam" function by selecting available questions to create the exam as desired by the user with the support of the Project manager and Technical Leader.</p> <p>Support system assessment and provide functional solutions for user convenience.</p>

SKILLS

Knowledge	Basic knowledge of Document Types: FRD, SRS, User Story. Knowledge of Software Development Lifecycle, SQL, HTML. Knowledge of UI/UX, UML, BPMN, Manual Testing. Tool: Jira, Draw.IO, Figma, Balsamiq, Visual Paradigm
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Soft skills	Planning, Managing daily tasks and Open-minded. Self-study and Active Listening, Teamwork. Visual Thinking and Problem-Solving skills. Ability to analyze and understand the requirements.
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EDUCATION

SEP 2019 - NOV 2023	Ho Chi Minh City Open University Major: Management Information System
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JUN 2023 - SEP 2023	Fundamental Business Analysis course, certificate of completion, certified by BAC.
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