

TRAN DINH HUY

PRODUCT BUSINESS ANALYST / SOLUTION CONSULTANT

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PROFESSIONAL SUMMARY

Product Business Analyst and Solution Consultant with nearly 4 years of experience in HealthTech and GovTech. Proven track record in deploying large-scale systems including HIS, EMR, and Digital Archive solutions at VNPT. Strong expertise in translating clinical workflows and regulatory requirements into clear technical specifications. Experienced in bridging stakeholders and development teams to deliver scalable, user-centric digital solutions.

WORK EXPERIENCE

IT Solution Consultant / Business Analyst

10/2022 – 12/2025

VNPT Group

Da Nang City

Requirement Analysis & Solution Consulting: Led requirement gathering sessions with clients to identify operational pain points. Consulted on technical solutions for healthcare (HIS, LIS, RIS/PACS) and digital government domains.

Cross-functional Coordination: Acted as the bridge between business stakeholders and technical teams (Dev, QA, Partners). Clarified specifications and managed change requests to ensure alignment with business goals.

Implementation & Delivery: Managed the full deployment lifecycle including system configuration, User Acceptance Testing (UAT), and pilot runs. Proactively tracked issues via **JIRA** to ensure timely resolution.

Training & Support: Orchestrated onsite training sessions for end-users (medical staff, civil servants), creating user manuals and providing post-go-live support to ensure smooth system adoption.

Business Analyst

03/2022 – 09/2022

ARITO (ERP Solutions)

Ho Chi Minh City

Analyzed customer requirements for ERP and accounting software implementation.

Configured system features to match specific business processes and conducted functional testing to verify accuracy.

Supported user training, drafted user guides, and troubleshoot issues during the initial implementation phase.

Software Developer Intern

10/2021 – 02/2022

FPT Software

Da Nang City

Participated in backend development tasks, gaining hands-on exposure to the Software Development Life Cycle (SDLC).

Collaborated with senior developers and testers to understand code structure, debugging processes, and system logic.

KEY PROJECTS

Hospital Management & EMR Ecosystem

12/2022 – 12/2025

Role: Product Business Analyst / Project Management

Responsibilities:

- Conducted end-to-end business analysis for hospital workflows (admission, treatment, billing).
- Elicited requirements and translated them into User Stories and Acceptance Criteria.
- Designed business flows for HIS, EMR, LIS, and RIS/PACS integration.
- Coordinated UAT, defect tracking, and onsite training.

Key Outcomes:

- Successfully deployed systems across multiple healthcare facilities.
- Reduced operational processing time by ~40% through standardized workflows.
- Improved data consistency and enabled real-time reporting for hospital leadership.

eDIG – Digital Document Archive System

12/2023 – 12/2024

Role: Quality Assurance

Responsibilities:

- Analyzed functional specifications for document digitization and storage.
- Designed test scenarios for ingestion, indexing, and search modules.
- Executed Functional/UI/Integration testing and tracked defects via JIRA.

Key Outcomes:

- Supported successful deployment for administrative agencies.
- Reduced post-release defects by ~30% through structured testing.
- Improved document search speed by 2–3x compared to legacy systems.

SKILLS

Domain Knowledge	Technical & Delivery Skills
HealthTech Workflows (HIS, EMR, LIS)	User Story, Use Case, Acceptance Criteria
Business & Product Requirement Analysis	JIRA (Issue & Defect Tracking)
Business Process Modeling (Flow, BPMN)	Product Discovery & Backlog Management
User Acceptance Testing (UAT)	Agile Collaboration (Dev/QA/Stakeholders)

EDUCATION

Bachelor of Software Engineering (CMU Program)

Graduated: 2022

Duy Tan University

Grade: Good

CERTIFICATIONS & HONORS

Internal Trainer Certification – VNPT

(2025)

Outstanding Trade Union Member – VNPT

(2024)

IT Project Presentation & Writing Skills – VNPT

(2023)