

# TRAN DINH HUY

## PRODUCT BUSINESS ANALYST / SOLUTION CONSULTANT

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### PROFESSIONAL SUMMARY

Result-oriented **Product Business Analyst** with nearly 4 years of experience driving digital transformation in **HealthTech** and **GovTech** sectors. Proven expertise in **Requirement Elicitation**, **Business Process Modeling (BPMN)**, and translating complex clinical/administrative workflows into scalable technical solutions. Adept at bridging the gap between stakeholders and development teams, managing the full **SDLC**, and orchestrating large-scale **User Acceptance Testing (UAT)**. Successfully deployed systems for over 60 healthcare facilities and government agencies.

### WORK EXPERIENCE

#### VNPT Group

10/2022 – Present

##### IT Solution Consultant / Business Analyst

Da Nang City

**Requirement Analysis:** Lead requirement gathering sessions with government and healthcare clients to identify operational pain points. Consult on technical architectures for **HIS**, **EMR**, **LIS**, and Digital Government ecosystems.

**Stakeholder Management:** Act as the primary bridge between business stakeholders (Directors, Medical Staff) and technical teams (Dev, QA). Translate business needs into **Software Requirement Specifications (SRS)** and **User Stories**.

**Implementation & UAT:** Manage the end-to-end deployment lifecycle, including system configuration, **UAT coordination**, and pilot runs. Proactively track and resolve defects via **JIRA** to ensure high-quality delivery.

**Training & Adoption:** Orchestrate onsite training sessions for over **5,000 end-users**, creating comprehensive user manuals that ensure a smooth transition to new digital systems.

#### ARITO (ERP Solutions)

03/2022 – 09/2022

##### Business Analyst / ERP Implementer

Ho Chi Minh City

**Solution Configuration:** Analyzed customer requirements for **ERP (Odoo)** and Accounting software implementation. Configured system modules (Sales, Inventory, Accounting) to match specific business workflows.

**Data & Testing:** Performed data migration and functional testing to ensure accuracy in financial reporting.

**Support:** Delivered user training and post-implementation support for key enterprise clients (Tho Phat, MYREHAB).

#### FPT Software

10/2021 – 02/2022

##### Software Developer Intern

Da Nang City

**Technical Foundation:** Gained hands-on experience in **Backend Development** (Java/Spring Boot) and Database Design (SQL).

**Process:** Participated in the **Agile/Scrum** process, collaborating with senior developers to optimize code and fix bugs.

### KEY PROJECTS

Hospital Management & EMR Ecosystem

12/2022 – Present

Role: Product Business Analyst / Project Coordinator

**Scope:** Digital transformation for 60+ medical units (Hospitals & Health Stations).

**Contribution:**

- Conducted end-to-end business analysis for hospital workflows (Admission, Treatment, Billing, Insurance).
- Elicited requirements and translated them into **User Stories** and **Acceptance Criteria**.
- Designed data flows for **HIS, EMR, LIS** integration.
- Coordinated **UAT**, managed defect backlogs, and led onsite training for medical staff.

**Impact:** Reduced operational processing time by **~40%** through standardized workflows and enabled real-time data reporting for hospital leadership.

eDIG – Digital Document Archive System

12/2023 – 12/2024

Role: Business Analyst / QA

**Scope:** Digital archiving solution for government administrative agencies.

**Contribution:**

- Analyzed functional specifications for document digitization, ingestion, and OCR search modules.
- Defined **Test Scenarios** and conducted rigorous **System Testing**.
- Managed the defect lifecycle via **JIRA**, ensuring a high-quality release.

**Impact:** Reduced post-release defects by **~30%**; Improved document retrieval speed by **2–3x** compared to legacy manual systems.

SKILLS

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Functional & Domain Knowledge

- Business Analysis:** Requirement Elicitation, SRS Documentation, User Story Mapping, Gap Analysis.
- Process Modeling:** BPMN, Workflow Diagrams, Wireframing (Figma/Draw.io).
- Domains:** HealthTech (HIS/EMR/LIS), GovTech (Public Services), ERP (Odoo).

Technical & Tools

- Project Management:** Agile/Scrum Methodology, SDLC.
- Tools:** JIRA (Issue & Defect Tracking), Confluence, MS Visio, Office 365.
- Testing & Data:** User Acceptance Testing (UAT), SQL (Basic Querying), Data Migration.

EDUCATION

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Duy Tan University

Graduated: 2022

Bachelor of Software Engineering (CMU Program)

Grade: Good

CERTIFICATIONS

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- Internal Trainer Certification** – VNPT (2025)
- Outstanding Trade Union Member** – VNPT (2024)
- IT Project Presentation & Writing Skills** – VNPT (2023)