

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

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

Duy Tan University

Graduated: 2022

Bachelor of Software Engineering (CMU Program)

Grade: Good

CERTIFICATIONS

Internal Trainer Certification – VNPT (2025)

Outstanding Trade Union Member – VNPT (2024)

IT Project Presentation & Writing Skills – VNPT (2023)