

TRAN THI MY HUYEN

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I'm a motivated and goal-oriented individual, actively pursuing a Business Analyst position to apply my analytical skills and experience in enhancing product quality and customer satisfaction. I'm prepared to contribute to a dynamic work environment and foster business growth through strategic insights and solutions.

EDUCATION

Information Technology

Aug 2019 - Sep 2023

HCMC University of Technology and Education

GPA: 8.41/10

- Member of the Executive Committee of The Associated Organ of Vietnamese Students' Association, Faculty of Information Technology, HCMC University of Technology and Education
- Head of MFIT - Media Faculty of Information Technology

WORK EXPERIENCE

Business Analyst

Mar 2023 - May 2024

Vu Thao Technology

Ho Chi Minh

Managed E-Office, DPM, and website projects
Discussed, analyzed, and clarified customer needs
Supported software training and implementation for clients
Designed interfaces for requested features
Created project analysis documents including FSD, User Guide, and test cases,...
Coordinated with programmers to resolve issues, ensuring an 80% completion rate
Developed API design documents and tested APIs

Business Analyst

Nov 2022 - Feb 2023

New Star Paper manufacturing trade co., ltd

Ho Chi Minh

Interfaced with ERP and e-commerce domains to streamline processes
Performed system analysis and operational process design
Update the system, provide solutions, and develop directions to help establish tight constraints for the system
Designed user interfaces for new features on websites
Complete 90% interface design for mobile app

Front-end developer

Feb 2022 - Oct 2022

New Star Paper manufacturing trade co., ltd

Ho Chi Minh

Developed projects by applying HTML/CSS, Javascript, and ReactJS to frontend
Collaborated with business analysts and testers to optimize the software
Optimized website access speed by implementing solutions resulting in a 80% increase in loading times

Teaching Assistant for Databases

Sep 2021 - Jun 2022

HCMC University of Technology and Education

Ho Chi Minh

Collaborated with teacher to grade exams
Guided students in setting up software for subjects and practice exercises
Coordinated with teacher to prepare lessons and materials
Responded to and resolved students' questions after class
Contributed to a 100% pass rate for all students in the class

PROJECTS

Becamex IJC DPM

Jan 2024 - Present

Description: Application website Digitizing business processes from simple to extremely complex: Process design, job assignment features, flexible reporting, digital signature integration,...

Mission:

- Receive requirements and analyze system
- Assist in configuring processes
- Execute implementation and provide user guidance
- Conduct system checks and resolve arising issues, achieving a timely processing rate of over 80%

Website EVNGENCO3

Nov 2023 - Present

Description: Apply the Sharepoint platform to the management website of EVNGENCO3 to manage and decentralize functions. Build a basic public website to view company news and information

Mission:

- Receive requirements, analyze system, implement and provide user guidance
- Plan to implement and deploy requirements, ensuring requirements reach at least 80% when handed over to customers
- Perform system checks and troubleshoot emerging issues

SNP e-Office

Jun 2023 - Present

Description: Website using Sharepoint platform for e-Office with many maritime service features such as signing and releasing documents, news, leave, electronic discussion,...

Mission:

- Support process configuration
- Receive and analyzes upgrade requests from users
- Implement solutions and provides user guidance
- Report monthly support work to customers, ensuring 100% completeness and detail
- Conduct system checks and resolves arising issues

Edocman MSB

Jan 2023 - Present

Description: The website applies the Sharepoint platform for e-Office with many banking functions such as signing and electronically releasing documents, libraries, news, discussions,...

Mission:

- Assist in configuring user information and signature documents
- Design and oversee API operations logic
- Receive and analyze modification requests from users
- Plan, execute and deploy requirements, ensuring at least an 80% satisfaction rate upon handover to customers
- Implement solutions and provide user guidance
- Conduct system checks and resolves arising issues

ERP - Website eCommerce


Jan 2022 - Jan 2023

Description: ERP website for industrial business and E-Commerce website for retail business

Mission:

- Conduct comprehensive system analysis and designed operational processes
- Update the system, provide innovative solutions, and develop directives to establish stringent constraints
- Design intuitive user interfaces for new website features, leading to improved user experience and increased engagement
- Improve website access speed, resulting in 80% faster

CERTIFICATIONS

Introduction to Business Analysis Using Spreadsheets  by Coursera	Feb 2024
TOEIC Score 540 by IIG Viet Nam	Jan 2023
Fundamentals of Digital Image and Video Processing  by Coursera	Mar 2022
Teaching Assistant by HCMC University of Technology and Education	Sep 2021

SKILLS

Tech languages: Python Flask, JavaScript, ReactJS, HTML, CSS/SCSS, Bootstrap,...

Database: SQL Server, MySQL,...

Tools: VS Code, Postman, GitHub, MS Office,...

Design skills: Astah, Figma, Adobe XD, Adobe Illustrator, Adobe Photoshop

Soft skills: Analysis, organizational, adaptability, problem solving, collaboration, communication, public speaking,...

AWARDS

Recognition of the title of Excellent Student of the school year by HCMC University of Technology and Education 2020 - 2023
Award for Student of 5 merits by VUS of HCMC University of Technology and Education 2020 - 2023
Excellent achievements in Association work and student movements by VUS of HCMC University of Technology and Education 2020 - 2023
Commend Advanced youth follow President Ho Chi Minh's wills field of study by HCYU of HCMC University of Technology and Education 2021 - 2022
Recognized Advanced youth follow President Ho Chi Minh's wills field of volunteer movements by HCYU of HCMC University of Technology and Education 2020 - 2021
Nguyen Truong To Scholarship by VNHELP 2019 - 2023
POWER ON Scholarship by Student Assistance Center HCM 2019 - 2020