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,...

Scope of Work:

- 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

Scope of Work:

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

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,...

Scope of Work:

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

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,...

Scope of Work:

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

ERP - Website eCommerce   **Jan 2022 - Jan 2023**

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

Scope of Work:

- 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 (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

Excellent Student of the school year by **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

Recognized Advanced youth follow Ho Chi Minh's wills of volunteer 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

Award for Student of 5 merits by **VUS of HCMC University of Technology and Education**
2020 - 2023

Commend Advanced youth follow Ho Chi Minh's wills of study by **HCYU of HCMC University of Technology and Education**
2021 - 2022