

# TRAN THI MY HUYEN

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I am a detail-oriented and analytical Business Analyst with a passion for solving complex problems and optimizing business processes. Skilled in gathering requirements, translating insights into actionable solutions, and collaborating with cross-functional teams to drive product success. Adaptable and eager to embrace new challenges in a dynamic environment.

## EDUCATION

### Information Technology

Aug 2019 - Oct 2023

HCMC University of Technology and Education

GPA: 8.41/10

- Head of Communications - Faculty of Information Technology
- Executive Committee Member of the association - Faculty of Information Technology

## WORK EXPERIENCE

### Business Analyst

Jun 2024 - Present

#### DGV Digital

Ho Chi Minh

- Oversaw projects, managed resources, defined the product roadmap and developed features for the CDP.
- Supported the analysis of Loyalty product requirements.
- Collaborated with clients to gather, clarify system requirements and upgrade requests.
- Delivered user training, assisted with software deployment and configured processes.
- Developed BPMN diagrams, flowcharts, wireframes and custom dashboard reports.
- Recorded key documentation including BRD, SRS, FSD, Blueprint, User Guides and test cases,...
- Conducted system testing, ensuring issue resolution rate exceeds 70%.

### Business Analyst

May 2024 - Present

#### Freelance Job

Ho Chi Minh

- Conducted client interviews to gather requirements, analyzed business needs and created functional specifications.
- Developed activity diagrams, flowcharts,... and prepared key documentation including SRS, FSD,...
- Designed UX/UI, developed project plans.
- Monitored progress and facilitated stakeholder communication, ensuring 100% timely support for arising issues.
- Assisted in testing, validated user acceptance and managed requirement changes and impacts.

### Business Analyst

Mar 2023 - May 2024

#### Vu Thao Technology

Ho Chi Minh

- Managed E-Office, DPM, website projects, handling costs, staff and customer needs; resolved issues with programmers.
- Discussed, analyzed, clarified customer need, received and analyzed system requirements and upgrade requests.
- Supported software training and implementation for clients, assisted in process configuration and provided user guidance.
- Create UX/UI, mockup for requested features and formulated API design documents, tested APIs.
- Created project analysis documents including FSD, User Guide, test cases,...
- Conducted system checks and resolved arising issues, achieving a timely processing rate of over 80%.

### 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.
- Conducted comprehensive system analysis and formulated operational processes.
- Prepared various technical documents including URD, FSD, SRS, User Guides and test cases.
- Updated the system, offered innovative solutions and established stringent directives.
- Improved user experience by designing web features and developing 90% of the mobile app interface.

### Front-end developer

Feb 2022 - Oct 2022

#### New Star Paper manufacturing trade co., Ltd

Ho Chi Minh

- Developed projects by applying HTML/CSS, Java script 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 teachers to grade exams, prepare lessons and organize materials.
- Guided students in setting up software for subjects and practice exercises.
- Provided post-class support by responding to and resolving students' questions, 100% of students passed the course.

## SKILLS

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

**Database:** SQL Server, MySQL,...

**Tools:** Trello, Amis Task, GitHub, Postman, VS Code, MS Office,...

**Design skills:** Draw.io, Astah, Figma, Adobe XD, Adobe Illustrator, Adobe Photoshop,...

**Soft skills:** Analysis, adaptability, receptiveness, agility, problem solving, collaboration, communication, public speaking,...

PROJECTS

<b>Hop Tri - C2 (App)</b> <ul style="list-style-type: none"><li>Created blueprint documents, ensuring clear product vision and alignment with business goals.</li><li>Developed BPMN diagrams to optimize workflow efficiency.</li><li>Updated UX/UI designs for the app, enhancing usability and engagement.</li><li>Collected and processed customer requirements, achieving a 90% request resolution rate.</li><li>Collaborated with third-party partners to facilitate integration and ensure 100% accurate data processing.</li></ul>	<b>Jan 2025 - Present</b>
<b>Hop Tri - Portal</b> <ul style="list-style-type: none"><li>Created blueprint documents, ensuring clear product vision and alignment with business goals.</li><li>Developed BPMN diagrams to optimize workflow efficiency.</li><li>Updated UX/UI designs for the website, enhancing usability and engagement.</li><li>Collected and processed customer requirements, achieving a 90% request resolution rate.</li></ul>	<b>Dec 2024 - Present</b>
<b>Crop &amp; Soil - Ecommerce</b> <ul style="list-style-type: none"><li>Conducted client interviews to gather requirements, analyzed business needs, and created functional specifications.</li><li>Developed use cases, activity diagrams, ERD,... and prepared key documentation including FSD and BRD.</li><li>Monitored progress and facilitated stakeholder communication, ensuring 100% timely support for arising issues.</li><li>Assisted in testing, validated user acceptance and managed requirement changes and impacts.</li><li>Evaluated and tested UX/UI designs for both the website and app, ensuring alignment with user needs.</li></ul>	<b>Sep 2024 - Present</b>
<b>CDP (Customer Data Platform)</b> <ul style="list-style-type: none"><li>Gathered and analyzed business requirements to define project objectives and deliverables.</li><li>Developed process flow diagrams, use cases, and key documentation including user manuals and training materials.</li><li>Tested new features for compliance with business requirements and supported UAT, achieving a 80% user satisfaction rate.</li><li>Trained end-users on the Customer Data Platform features to ensure successful adoption.</li><li>Monitored project progress and reported on key metrics, ensuring timely delivery of milestones.</li></ul>	<b>Jun 2024 - Present</b>
<b>Landing page</b> <a href="#"></a> <ul style="list-style-type: none"><li>Developed a company website to showcase the company and its products.</li><li>Engaged with clients to gather and understand requirements.</li><li>Designed UX/UI and perform product testing.</li><li>Tracked project progress and allocate tasks to team members.</li><li>Achieved 100% on-time project completion.</li></ul>	<b>May 2024 - Aug 2025</b>
<b>Website - EVNGENCO3</b> <a href="#"></a> <ul style="list-style-type: none"><li>Applied SharePoint platform to EVNGENCO3's admin website for functional management and authorization.</li><li>Built a basic website for a public site.</li><li>Created documents including FSD, User manual, Test cases,...</li><li>Coordinated with programmers to troubleshoot, test and resolve issues.</li></ul>	<b>Oct 2023 - May 2024</b>
<b>SNP e-Office</b> <ul style="list-style-type: none"><li>Developed a website using the SharePoint platform for e-Office.</li><li>Designed the architecture and layout to enhance user experience.</li><li>Integrated maritime service features.</li><li>Tested functionalities to ensure optimal performance and user satisfaction, resulting in a satisfaction rate of 95%.</li><li>Launched the website, meeting all requirements and ensuring cross-device compatibility.</li></ul>	<b>Jun 2023 - May 2024</b>
<b>Edocman MSB</b> <ul style="list-style-type: none"><li>Applied the SharePoint platform to the e-Office website.</li><li>Developed multiple functions, including digital document signing and release, text libraries, news and discussion features.</li><li>Discussed, analyzed, and clarified customer requirements.</li><li>Trained users and implemented software operating instructions.</li><li>Wrote documents such as FSD, User Manuals and Test Cases.</li><li>Coordinated with programmers to address errors, tested and resolved issues, 80% completion rate.</li></ul>	<b>Mar 2023 - May 2024</b>
<b>ERP - Website eCommerce</b> <ul style="list-style-type: none"><li>Developed an ERP website for industrial business needs.</li><li>Created an eCommerce website tailored for retail business.</li><li>Conducted system analysis and designed operational processes, including 100% completion and validation of key documents.</li><li>Updated the system, proposed solutions and set development directions.</li><li>Documented processes, tested applications and ensured quality.</li></ul>	<b>Feb 2022 - Mar 2023</b>

CERTIFICATIONS

<b>Introduction to Business Analysis Using Spreadsheets</b> <a href="#"></a> by Coursera	<b>Feb 2024</b>
<b>TOEIC (540)</b> by IIG Viet Nam	<b>Jan 2023</b>
<b>Fundamentals of Digital Image and Video Processing</b> <a href="#"></a> by Coursera	<b>Mar 2022</b>
<b>Teaching Assistant</b> by HCMC University of Technology and Education	<b>Sep 2021</b>