TRAN THI MY HUYEN

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Detail-oriented Business Analyst with a strong IT background, experienced in E-commerce, ERP and Enterprise Systems. Skilled in translating business requirements into technical specifications using SQL, API analysis and system modeling, with strong coordination skills to support timely and well-scoped solution delivery.

EDUCATION

Information Technology	**Aug 2019 - Oct 2023**
HCMC University of Technology and Education	**GPA:** 8.41/10

- Head of Communications - Faculty of Information Technology

SKILLS

Business Analysis: Requirements documentation (URD, SRS, FSD), BPMN/UML modeling, scope control, UAT planning.
Technical & Data: SQL (SQL Server, MySQL, PostgreSQL), NoSQL (MongoDB, ArangoDB), API testing (Postman, Swagger).
Tools & UX/UI: Jira, Azure DevOps, Confluence, Figma, Adobe XD, Draw.io, MS Office.
Soft Skills: Analytical thinking, problem solving, adaptability, English communication.
Programming: HTML/CSS, JavaScript, ReactJS (basic), Python (Flask).

WORK EXPERIENCE

Freelance Job   May 2024 - Present

Business Analyst   *Ho Chi Minh*

- Acted as primary Business Analyst and Project Coordinator, aligning business goals with technical delivery.
- Conducted client interviews and workshops; analyzed needs and documented functional specifications (SRS/FSD).
- Managed requirement backlogs and change requests to ensure strict scope control.
- Designed BPMN, process flows and UX/UI wireframes to visualize system solutions.
- Coordinated the full SDLC, tracking milestones and resolving issues with Development and QA teams.
- Led UAT sessions, validating features to achieve an 85% acceptance rate.
- Monitored delivery progress and facilitated stakeholder communication, ensuring 100% timely issue resolution.

DGV Digital   Jun 2024 - Aug 2025

Business Analyst   *Ho Chi Minh*

- Facilitated stakeholder workshops to clarify requirements and align solutions with business objectives.
- Analyzed business requirements for CDP, CRM and Loyalty systems , translating them into functional specifications (BRD, SRS, FSD).
- Designed business processes, system flows and BPMN diagrams to support effective solution implementation.
- Coordinated with Development and QA teams throughout the delivery lifecycle to ensure resource alignment and milestone tracking.
- Managed requirement changes to maintain strict scope control during implementation.
- Led system testing, UAT execution, and prepared user guides, validating issues to achieve a resolution rate exceeding 70%.

Vu Thao Technology   Mar 2023 - May 2024

Business Analyst   *Ho Chi Minh*

- Managed delivery of E-Office and Digital Process Management (DPM) projects, ensuring alignment with customer needs.
- Analyzed complex requests to formulate API design documents and system upgrade specifications.
- Designed UX/UI features and prepared comprehensive project documentation (FSD, user guides, test cases).
- Coordinated between clients and technical teams to clarify requirements and resolve logic conflicts for technical feasibility.
- Conducted system testing and troubleshooting, maintaining a timely issue processing rate of over 80%.

New Star Paper manufacturing trade co., ltd   Nov 2022 - Feb 2023

Business Analyst   *Ho Chi Minh*

- Analyzed business workflows and requirements for ERP and E-commerce systems.
- Translated operational needs into technical documentation (URD, SRS, FSD).
- Designed process flows and UX/UI wireframes, contributing to 90% of the mobile app interface.
- Coordinated with Development teams to validate requirements and support implementation.
- Supported system testing and user guidance during system rollout.

Front-end developer   **Feb 2022 - Oct 2022**
- Developed and maintained responsive frontend features using HTML, CSS, JavaScript and ReactJS.
- Implemented UI components strictly adhering to design specifications and business requirements.
- Integrated APIs and handled efficient data binding between frontend and backend services.
- Collaborated with Business Analysts and QA teams to clarify requirements and validate functionality.
- Supported system testing and bug fixing to ensure stable feature delivery.
- Implemented code optimization solutions, resulting in an 80% increase in page loading speed.

PROJECTS

Crop & Soil - Ecommerce ↗   **Sep 2024 - Present**
- Conducted client interviews to elicit business requirements and documented functional specifications (BRD, FSD).
- Developed use cases, activity diagrams and ERD to support end-to-end system design.
- Reviewed UX/UI designs and supported system testing, ensuring 100% functional compliance with business requirements.
- Coordinated UAT execution and managed change requests, maintaining strict scope alignment throughout delivery.

Merchant Support Chatbot   **Sep 2025 - Jan 2026**
- Defined requirements to classify general FAQs versus personalized data queries.
- Designed BPMN flows and handling solutions to standardize conversation logic.
- Specified data mapping rules to strictly control shared user information.
- Prepared training materials and led UAT, ensuring 100% data accuracy.

CDP (Customer Data Platform)   **Jun 2024 - Aug 2025**
- Analyzed business needs to define project objectives and customer data integration scope.
- Developed process flows and data models to support customer profile management, segmentation and activation use cases.
- Tested features and supported UAT, achieving an 80% user satisfaction rate.
- Trained end-users to ensure successful platform adoption and effective data utilization.

Hop Tri - Supply Chain Ecosystem   **Dec 2024 - Jul 2025**
- Created blueprint documents to define system scope and align product vision with business goals.
- Designed BPMN workflows to optimize supply chain and internal operation processes.
- Collaborated with third-party partners to support system integration and ensure 100% accurate data processing.
- Coordinated UX/UI updates to improve system usability and user engagement.
- Collected and analyzed business requirements, achieving a 90% request resolution rate.

SharePoint-based Enterprise Systems   **Mar 2023 - May 2024**
- Delivered E-Office and internal portal solutions for enterprise clients using the E-docman product (SNP, MSB and EVNGENCO3).
- Analyzed, digitized workflows for document management, approval systems (digitization processes, digital libraries and signatures).
- Designed business processes, BPMN workflows and information architecture on the SharePoint platform.
- Clarified functional requirements and prepared documentation, including UX specifications to optimize user experience.
- Supported testing, coordinated UAT deployment and led user training, maintaining an 85% user satisfaction rate.

ERP & Ecommerce System   **Feb 2022 - Mar 2023**
- Analyzed end-to-end business processes and translated requirements into functional specifications (URD, SRS, FSD).
- Designed core process flows to optimize order management, inventory and internal operations.
- Defined functional solution approaches to support scalable ERP operations across B2B and B2C channels.
- Coordinated with Development teams to validate requirements and ensure alignment with system architecture.
- Supported system testing, rollout and user guidance, ensuring 100% functional compliance upon deployment.

CERTIFICATIONS

Introduction to Business Analysis Using Spreadsheets by **Coursera**   **Feb 2024**
Fundamentals of Digital Image and Video Processing by **Coursera**   **Mar 2022**
Teaching Assistant by **HCMC University of Technology and Education**   **Sep 2021**