

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

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

CERTIFICATIONS

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| 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 |