

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	<i>Ho Chi Minh</i>

- 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	<i>Ho Chi Minh</i>

- 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	<i>Ho Chi Minh</i>

- 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	<i>Ho Chi Minh</i>

- 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 and digitized complex workflows for document management and approval systems (digitization processes, digital libraries, digital 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