

TRAN THI MY HUYEN

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I am an enthusiastic and adaptable Business Analyst passionate about continuous learning. Eager to apply my analytical skills in a forward-thinking team, I aim to enhance product quality, drive customer satisfaction, and support business success with strategic solutions, while embracing 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

- Overseen CDP projects, manage resources, and support to analyze Loyalty product requirements.
- Collaborated with clients to gather and clarify system requirements and upgrade requests.
- Delivered user training, assist with software deployment, and configure processes.
- Developed BPMN diagrams, flowcharts, wireframes, and custom dashboard reports.
- Recorded key documentation including BRD, SRS, FSD, 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,...
- Prepared key documentation including SRS, FSD,...
- Designed 100% UX/UI, developed project plans, monitored progress and facilitated stakeholder communication.
- 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, and 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, assisting in process configuration and providing 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.
- Enhanced user experience and engagement by creating user interfaces for new website features.
- Completed 90% of the interface development for a 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 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

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 - Present
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

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

AWARDS

Excellent Student of the school year by HCMC University of Technology and Education	
2020 - 2023	
Award for Student of 5 merits by VUS of 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	
Commend Advanced youth follow Ho Chi Minh's wills of study by HCYU of HCMC University of Technology and Education	
2021-2022	
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 Ho Chi Minh	
2019-2020	