



# Tuan Linh

## Business Analyst

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## Summary

I'm an experienced business analyst in the computer software industry with domain knowledge in Financial Institutions, Banking, Customer Relationship Management, Medical support industries. I'm familiar with all stages of the software development life cycle, including Agile process and testing process.

## Skills

- Verbal and written communication in English
- Software Development Life Cycle in both Agile process & Waterfall process
- Data Visualization using Documenting/Diagramming tools
- User Acceptance Testing Web App, Hybrid Mobile App, and Window App
- Advance in reporting tools: Jira, GitHub
- Entry-level data analytics professional

## Experiences

- **Business Analyst at Aperia Solutions** *Jul 2021 - Jul 2022*
  - Project domain: Banking and financial web application
    - Gather, analyze, clarify and refine requirements from clients
    - Work together with develop team to bring out solutions
    - Host Agile ceremonies, sprint planning and retrospective
    - Demonstrate app features to product manager and clients
    - Create functional specification document:
      - Use cases, flows, states diagrams
      - Co-op with Designer for application UI/UX
    - Support function/feature testing
    - Report to Product Manager about Sprint's accomplish ability, status of features, stories, bug fixes and test cases.
- **Capstone Project Leader at FPT University** *Sep 2020 - Dec 2020*
  - Project domain: B2B Group Buying System
    - Gather, analyze and clarify requirements
    - Design system model, architecture, database and core flows
    - Review and track team members' process
    - Technical documentation:
      - Create Software Requirement Specification
      - Design and create Use cases diagram
      - Draw Entity Relationship diagram, class diagram
      - Draw Sequence diagram, Flow diagram
    - Analyze, create and execute test cases
- **Quality Assurance at TMA Solutions** *Jul 2018 - Jul 2020*
  - Project domain: Fitness appointment hybrid application
    - Design and develop automation scripts
    - Execute automation test suites
    - Extract test reports and analyze
    - Investigate issues, bugs and give feedbacks

## Education

**FPT University** *Jan 2017 - Dec 2020, HCM*

- Bachelor of Software Engineering

**Google Data Analytics Certificate** *March 2023- April 2023, Online*