

Tuan Linh

Business Analyst

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Profile Summary

- Year of experience in Business Analyst role.
- Experienced with all stages of the software development life cycle in the Agile process & testing process.
- Have experienced in several domains: Banking & Finance, Medicine, Real-estate and CRM.
- Familiar with reporting tools: Jira, GitHub.
- Automation & Manual Tester for over 2 years of experience.
- Having knowledge in testing Web Application, Hybrid Mobile Application, and Window Application.

Employment History

Career Orientation I'm always fascinated with working directly to client/end user; therefore, I can get to know my customer's problems and able to give out my solutions then transfer to development teams.

TMA Solutions

Jul 2018 – Sep 2018

Manual Tester

I started my testing career here, spent 2 months learning and working in various testing processes...

- Project domain: Bills and financial management mobile application
- Responsibilities:
 - Analyzing requirements from client
 - Create test cases and review them
 - Execute test cases and tracking defects
- Tools: Apache JMeter
- Member size: 15

Oct 2018 – Dec 2018

Technical Writer

After doing Manual Tester for quite some time, I applied for Technical Writer to learn flows and solutions for variety of projects.

- Project domain: Medical support web application
- Responsibilities:
 - Clear understanding and knowledge of product
 - Technical documentation
 - Develop product manuals, guides, help sections
- Member size: 5

Sep 2019 – Jul 2020

Automation Tester

Later, I decided to change to Automation Testing for more challenges. Learning and writing test scripts using Robot Framework & Katalon for many testing projects...

- Project domain: Fitness appointment hybrid application
- Responsibilities:
 - Design and develop automation scripts
 - Execute automation test suites
 - Extract test reports and analyze
 - Investigate issues, bugs and give feedbacks
- Technology: Robot Framework, Katalon Groovy and Selenium C#
- Tools: Katalon Studio, Visual Studio Code, Postman
- Member size: 10

FPT University

Sep 2020 – Dec 2020

Capstone Project Leader

After postponing my graduation for job, I decided this was the best time to continue it. So, I switched from a full-time position to part-time in order to still be able to maintain the necessary skills.

- Project domain: B2B Group Buying System
- Responsibilities:
 - 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
- Technology: React, Javascript, .Net, Microsoft SQL Server, Firebase
- Member size: 4

Aperia Solutions

Jul 2021 – Present

Business Analyst

Aperia helps me to pursue a professional Business Analyst career in both waterfall and Agile processes, after a year of learning how to host meetings, refine requirements, documenting and diagramming charts (flows, states, wireframes, ...) of projects. Therefore, I am confident in looking for other opportunities in my Business Analyst career.

- Project domain: Banking and financial web application
- Responsibilities:
 - 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.

- Technology: React, .NET

Member size: 7

Education

Jan 2016 – Dec 2020

FPT University

Bachelor of Software Engineering

Advanced Skills and Knowledge

Business Analyst

Verbal and written communication in English (IELTS 6.0)

Familiar with both Waterfall and Agile process

Experience in using Documenting/Diagramming tools

Advanced use of JIRA, Microsoft Excel, Word

QA/QC Automation

Robot Framework in Python

Selenium in Java/C#

Domain Knowledge

Banking

Bills and Finance

Medicine

Customer Relationship Management