

Highly motivated professional with 4 years of experience, including a technical foundation as a Mobile Developer and 3 years as a Business Analyst. I excel in bridging the gap between technical teams and business stakeholders, specializing in technical documentation, project coordination, and product management across AI, mobile applications, and enterprise software.

PROFESSIONAL EXPERIENCE

Business Analyst at Friendify AI (Aug 2023 - Feb 2025)

- **AI Platform Project**
 - **Led the development of Friendify AI**, an AI tools platform (web, iOS, Android), managing feature prioritization and stakeholder communication to deliver iterative improvements for the product.
 - **Improved team workflows** by transitioning from ad-hoc processes to the Scrum methodology, implementing structured iterations and ceremonies, improving communication and collaboration.
 - **Enhanced cross-functional alignment** by facilitating communication between developers, designers, testers, and marketers, reducing silos and improving project outcomes.
 - **Established robust documentation practices**, organizing requirements into Epics and User Stories, supplemented with diagrams and wireframes, and streamlining Figma design version control, reducing inconsistencies across platforms.
- **General Responsibilities & Project Contributions**
 - **Contributed to a variety of projects** – from a cryptocurrency landing page to an earning mobile phone and AI-powered earbuds – by monitoring progress and producing documentation.
 - **Conducted technical and product research** to inform product strategy and development decisions, staying up-to-date with industry trends and emerging technologies.

Business Analyst at FPT Software (Apr 2022 - Nov 2022)

- **AI Chatbot Project**
 - **Created the AI chatbot flow** to support employees in resolving common technical issues related to company software and hardware.
 - **Conducted formal sessions** to evaluate chatbot flow and communicated project advancements to clients.
- **Logistics Document Validation System Project**
 - **Monitored the project**, managing timelines, daily tasks, and reporting progress to customers and senior stakeholders.
 - **Developed SRS for the System**, using use case methodology and UML diagrams to reverse-engineer and identify system improvements.

Business Analyst at THL One (Dec 2020 - Mar 2022)

- **Manufacturing Execution System Project**
 - **Led feature delivery** for Inventory, Purchasing, and Process Management for a Manufacturing Execution System (MES), prioritizing requirements for timely implementation.
 - **Maintained accurate data flow** between MES and SAP ERP systems by identifying and resolving inconsistencies through SQL, enhancing overall system reliability.
 - **Developed technical documentation**, including diagrams and wireframes, facilitating collaboration with developers for accurate implementation.

Mobile Developer at THL One (Feb 2020 - Nov 2020)

- **Project Contributions**
 - **Developed an iOS hotel service app** from scratch using Swift, delivering a user-friendly interface aligned with business goals.
 - **Refactored Android app code** using Kotlin and Dart, improving maintainability and reducing bug reports.
 - **Deployed apps to TestFlight**, managing releases and incorporating user feedback for iterative improvements.

SKILLS

- **Requirements Elicitation & Documentation:** Proficient in PRD, SRS, Use Cases, User Stories, UML.
- **Project Management & Monitoring:** Experienced in planning, tracking, and delivering projects on time.
- **Stakeholder Management & Communication:** Skilled at aligning cross-functional teams and managing expectations.
- **Cross-functional Collaboration:** Proven ability to work with developers, designers, and testers.
- **Technical Proficiency:** Expertise in SQL, Python, Gen AI technologies (Prompt Engineering, RAG, Agent, LangChain).
- **Agile Methodologies:** Strong background in Scrum and iterative development.
- **Tools:** Lark, Jira, Confluence, Figma, Azure DevOps, Postman, MS Teams.

CASE STUDIES

Crafting a Meal Recommender Agent

2025

Agentic Chatbot for an F&B Platform

CERTIFICATIONS

Python for Data Science, AI & Development

Coursera - 2023

Google Data Analytics

Coursera - 2023

Google Project Management

Coursera - 2022

EDUCATION

Higher Diploma in Software Engineering

FPT Aptech - Dec 2017