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| Vu-quang “bi” Nguyen  1010 NE 83rd St, Miami, FL 33138 · 919-455-8365  Vnn8248@gmail.com · www.linkedin.com/in/vuquangnguyen1 |
| I am a motivated and experienced business analyst that has 5 years of experience producing successful project deliverables using end-to-end agile processes working with clients to gather requirements, project plan, create and prioritize user stories, develop test cases for quality assurance, lead demos, and support production releases. |

# Experience

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| August 2015 – January 2018Business analyst, Connecture  * Assisted in the delivery of the 2018 Aetna Medicare AEP enrollment production release. The project consisted of 4 platforms. The implementation has seen 160+ user stories and with 95% of defects resolved. Aetna AEP processed 60,000+ enrollments during the AEP enrollment window. * Owner of 1000+ plan data package configurations improve and standardize Salesforce integration for the Nationwide Insurance Ancillary Products Project. * Assisted in the delivery of the Blue Cross Blue Shield of NC 2017 small group refresh project. The project had 97% user acceptance testing approval. Agile Scrum methodology was used for the management of this project. |
| August 2013 – august 2015product analyst, ipreo  * Supported 8 successful production releases for 2 internal applications with 3 cross-functional integrations. Agile Scrum methodology was used for the entirety of these production releases. * Created and standardized a production support process within the first 6 months of employment that closed 200+ outstanding defects in 3 months. * Wrote a client facing 40+ page user guide covering the integration between company products that minimized basic product knowledge support inquires by 80%. |

# Education

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| August 2009 - may 2013bachelor of science, university of north carolina wilminton  * Concentrations: Marketing, Operations Management * Activities: VP of Marketing Research – Cameron School of Business, Business Club |

# Skills

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| * Full understanding of the product and development lifecycles * Full understanding of agile scrum methodology * Proficient with JIRA and Confluence | * Proficient with Microsoft Word, Excel, Visio, PowerPoint, Outlook |

# Activities/ Courses Completed

* Programming Foundations with JavaScript, HTML, and CSS (Coursera.org, Duke University)
* Design and Make Infographics (Coursera.org, Michigan State University)
* The Essentials of Web Design (Fizzle.co)