

# NGUYEN THIEN THANH

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As a Senior Business Analyst with 4 yoe, I'm passionate about delivering solutions that directly contribute to business growth, through my expertise in analysis, solution design, stakeholder management and project management. I've built strong professional skills by immersing myself in various fields and gaining hands-on experience. With the positive energy and flexible in the workplace, I am always ready for new challenges and finish it as a commitment from the beginning.

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## EDUCATION

### Certificate / Diploma

- Project Management - INTERNATIONAL BUSINESS MANAGEMENT INSTITUTE
- Scrum: Basic & Advanced - LinkedIn LEARNING
- TOEIC: 725pt

### Open University HCMC

- Major: Information Management System

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## EXPERIENCE

### HD BANK | Sr Business Analyst | 01.2023 – 12.2023

- **Project description:**
  - The Tax Payment product integration into the Mobile Banking Application (MBA), reaching the target of initial new active users numbering in the millions of accounts in 2024.
  - A strategic project for the Appraisal department focused on integrating real estate asset search functionality into the MBA.
  - Consulted on and delivered the upgrade of current tools and reports for the Insurance sales department to enhance the performance of all branches, resulting in around a 200% increase in annual income in 2023.
  - Implemented over 80% of the target number of key digital transformation projects for the Retail Customer Department.
- **Role/Task:**
  - [As a Project Manager]
    - Acted as the primary point of contact during the project life cycle, offering support as needed from all relevant internal HDB teams and 3rd parties.
    - Developed comprehensive project plans outlining tasks, timelines, resources, and milestones with the Tech team & Business Unit (BU).
    - Monitored progress, identified issues and conflicts with the Tech team & BU, then worked proactively to resolve them in a timely manner.
  - [As a Business Analyst]
    - Gathered requirements, analyzed, and provided solutions to fit the needs and pain points of the BU.
    - Collaborated with the Design team to create mockups & prototypes then visualized its as specification documents (BRD).
    - Collaborated with the Dev & QC team to transfer documents about the project, verify & support in defining issues to keep projects running smoothly.
    - Gathered feedback and provided consultation for the next version.

## **NTNC STARTUP | Sr Business Analyst | 04.2022 – 12.2022**

- **Project description:**
  - The approval system for all internal units can be used for any kind of approvals, such as documents or requests.
  - The Real Estate Exchange Application for searching products, projects, market news, and connecting sellers and buyers, fee management.
- **Role/Task:** Business analyst
  - Acted as the primary point of contact during the life cycle of the project to gather information about processes, requirements, and the visions of the Founder and the heads of each Unit.
  - Conducted market research to define the Object, Story, Touch Point, and Solution in the market.
  - Collaborated with the Design team and Tech team after analysis to define the solution with mockups and prototypes, then visualizing them as specification documents (SRS, FRS).

## **PORT CITIES VN | Sr Business Analyst | 11.2021 – 04.2022**

- **Project description:**
  - Implemented an ERP system based on the Odoo platform for a Japanese company in the printing industry, enhancing efficiency in daily task management and facilitating collaboration across departments.
- **Role/Task:** Business analyst
  - Hosted interviews with users from each related department of the customer to gather information, requirements and pain points.
  - Performed analysis, defining gaps, designing mockups and prototypes, and then demoing the solution for the customer.
  - Reviewed and analyzing API documentation to understand its capabilities, endpoints, parameters, authentication methods, and response formats with the Dev team.
  - Prepared requirements specification documents (US, AC).

## **MANULIFE VN | Digital Application Specialist | 10.2019 – 05.2021**

- **Project description:**
  - The Consultation tool supports over thousands agents in system throughout the sales process, from the initial step of creating customer profiles to the final step of submitting all related documents to the company for checking and issuing contracts.
  - The Management tool supports agents in their daily tasks, such as monitoring targets, reviewing personal or team results, and accessing promotions and news from the company.
- **Role/Task:**
  - [As a Deployment Agent]
    - Collaborated with the PO to establish a detailed deployment plan for the project.
    - Organized rollout of new system across multiple priority branches from North to South (Hanoi, DaNang, HCM).
    - Led comprehensive workshops for over thousands of agents, enhancing their skills in tool utilization.
    - Provided hot support during the workshop to solve the issues happened and gathered the feedback to do the check list for enhancement.
  - [As a Business Analyst]
    - Aligned business objectives with operational strategies and analyzed the feedback gathered from the workshops.
    - Proposed effective solutions to address business challenges.
    - Prepared comprehensive documentation for stakeholders.
    - Coordinated with stakeholders to ensure project support and collaboration across teams.
  - [As a UAT Lead]
    - Prepared the UAT plan, aligning human resources and timeline.
    - Conducted recruitment and training sessions for testers.
    - Facilitated communication between relevant teams in VN and the global team during UAT to solve bugs and align on solutions.
    - Escalated and provided workarounds for urgent issues impacting the UAT plan to ensure adherence to the timeline.

## FPT | Deployment Agent & Tester | 09.2017 – 10.2019

- **Project description:**

- Deployed the DMS system to the distributors of Kimberly Clark VN for the South West Area of VN.
- Deployed the DMS system to the distributors of Unilever VN for the South West Area of VN.
- Deployed the Ecommerce Application of Unilever VN for the North, Middle, South Area of VN, one of the strategic projects about Digital Transformation of Unilever VN

- **Role/Task:**

[As a Deployment Agent]

- Directly collaborated with distribution channels, conducting training sessions for both accountants and the sales team.
- Conducted training and provided ongoing support to the L1 team.
- Assisted business teams in resolving issues and clarifying information.
- Received and clarified issue reports, offering workarounds, or collaborating with the technical team to find solutions for accountants and the sales team.
- Provided support during training sessions and Go-live.

[As a Tester]

- Reviewed project documents to understand business requirements.
- Developed test cases, managed timelines, and resources.
- Conducted testing, documented bugs, and collaborated with teams to resolve issues.
- Prepared project documentation for stakeholders.

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## PROFESSIONAL SKILLS

- Documents management (MS Office, Confluence).
- Requirement Analysis and Solution proposal.
- Stakeholder & Project Management.
- Wireframe tools (Draw.io, Figma, Camuda).
- Agile methodology – Scrum.
- API – Postman.
- Testing (Manual Testing).
- Database Query – SQL.

## SOFT SKILLS

- Documentation.
- Communication & Negotiation.
- Teamwork.
- Decision-making.
- Time management.
- Problem-solving.