

NGUYEN THIEN THANH

Ho Chi Minh City | 0987.193.321 | ntt.thanhng@gmail.com

As a Sr Business Analyst with 4 yoe, I'm passionate about delivering solutions that directly contribute to business growth, through my expertise in requirements analysis, solution design, and stakeholder management. I've built strong professional skills by immersing myself in various fields and gaining hands-on experience. In the short term, my focus is on quickly familiarizing myself with the culture and projects of new company. Looking ahead, I envision leading innovative initiatives that drive the company's success in the digital landscape. Beside, I am available with any opportunity for on-site engagements, whether domestically or internationally, to serve our customers effectively.

EDUCATION

OPEN UNIVERSITY HO CHI MINH CITY

- Major: Information Management System

CERTIFICATE / DIPLOMA

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

EXPERIENCE

HD BANK | Sr Business Analyst

01.2023 – 12.2023

- Joined the core project about Tax Payment product integration into the Mobile Banking Application (MBA). Collaborated with multiple internal departments and 3rd-partners to successfully deliver results aligned with new customer acquisition and annual revenue growth targets outlined in the strategic 5-year plan starting from 2023.
- Consulted and delivered a strategic project of Appraisal department which focused on integrating real estate asset search functionality into the MBA.
- Consulted and delivered the upgrade of the current tools and reports for Insurance sales department to improve the performance of Customer's contract progress on all branches.
- Successfully met consultation and implementation targets for 5 out of 6 key digital transformation projects for the Retail Customer Department.

NTNC STARTUP | Sr Business Analyst

04.2022 – 11.2022

- Researched market and developed a Real Estate product solution aligned with the Founder's vision.
- Collaborated with internal teams, constructed documents, mock-ups showcasing all product modules for Founder review, ensuring alignment with vision and requirements.

PORT CITIES VN | Business Analyst

11.2021 – 04.2022

- Consulted on and implemented an ERP system based on the Odoo platform for a Japan company in the printing industry, enhancing efficiency in daily task management and facilitating collaboration across departments.

MANULIFE VN | Digital Application Specialist

10.2019 – 05.2021

As a Deployment Agent:

- Collaborate with the Product Owner to establish a detailed deployment plan for the project.
- Organized rollout of new system across multiple priority branches from North to South.
- Led comprehensive workshops for agents, enhancing their skills in tool utilization and coordinate with development team to provide support due to the workshop.

As a Business Analyst:

- Aligned business objectives with operational strategies and analyse the feedback after gathering 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 hiring and training sessions for testers.
- Facilitated communication between test team, tech team in VN and global team during UAT to resolve bugs, aligning on solutions.
- Escalated and provided workarounds for urgent issues impacting the UAT plan to ensure the timeline.

FPT SOFTWARE HO CHI MINH CO.LTD | Tester & Deployment Agent

09.2017 – 10.2019 | Account - Unilever VN & Kimberly Clark VN

As a Deployment Agent.

- Conducted training and provided ongoing support to the L1 team.
- Assisted business teams in resolving issues and clarifying information.
- Managed logistics for training sessions.
- Facilitated training for Sales teams and Accountants.
- 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.

PROFESSIONAL SKILLS

- Analytical Thinking
- Requirement Gathering and Analysis
- Stakeholder Management
- Project Management
- Problem-solving

SOFT SKILLS

- Documentation.
- Communication & Negotiation.
- Teamwork.
- Decision-making.
- Leadership.