



NHÂN NGUYỄN

Business Analyst

PROFILE

I am a self-motivated, enthusiastic analyst and customer service professional. With more than 3 years in IT industry, I am eager to contribute to team success through hard work, attention to detail and driving the technology to enhancing the customer experiences.

CONTACT

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HOBBIES

- Outgoing
- Games
- Gym
- Travelling/Trekking
- Watching movies

EDUCATION

Strathfield College, Australia [2018]

Major: *Diploma of Business and Management*

Charles Sturt University, Australia [2016]

Major: *Master of Information System*

University Technology of Sydney, Australia [2013]

Major: *Bachelor of science in Information System*

ACHIEVEMENTS

- Gaining knowledge on domains of Event, E-commerce, and Mobility as business processes across countries include US-UK and APEC
- Proactive and confident to lead discussions to client or team to tackle the issues and solutions in saving time and ability to track.
- Experience tools Jira, Confluence, Slack, Drive, MS Suite, Visio
- Experiences at backlog management and planning for MVP development to reach timeline and project goals with Agile, Scrum framework
- Performing scrum master's task to driving team follow Agile framework and apply sprint artifact effectively
- Improving user story written style to ensure the readability, understandable, testable, and measurable
- Successfully delivering increments to client on time and well noted feedback for future improvement.

SKILLS

Communication: advance in verbal and written English communication

Analysis: familiar with Agile framework, analysing & diagram techniques, prioritization methods

Collaboration: good team work, proactive, team management and customer engagement

Tools: Jira, Azure, mockup (blasmiq), diagram (online lucid chart, flow diagram)

Platform: SAP Sale Cloud (C4C), Sitecore (CMS)

History

Business Analyst, 09/2021 – current

SAI-DIGITAL – Ho Chi Minh City

- Helping writing the customer proposals
- Translating client's business needs, capturing the domain expertise that the client has into a succinct requirements document that will serve as the input to the software designers
- Eliciting requirements to understand the needs of the project stakeholders during project discovery phase, hence propose the appropriate solutions
- Involved in the blueprinting process and documentation of the client's business requirements in detail, (using user stories) with all assumptions and caveats included.
- Define quality attributes, external interfaces, constraints, and other non-functional requirements
- Lead and participate in UAT phase with clients to inspect delivered solutions
- Participate in peer reviews of work products derived from requirements specifications to ensure that the requirements were interpreted correctly
- Lead and participate in Post-Go live phase to maintain the consistency of the implemented solutions.
- Serve as an internal point of contact for Development whenever requirements need to be clarified.

Digital SAP Sales & Service Cloud (C4C)

Consulting and Implementing the Proof of Concept (POC)'s sales and service cloud solution for a Japanese company. The outcome of the C4C system is to move away from the manual processes to manage sales funnel, opportunities, lead, quotations, activities, reporting, customer services and so on.

Brother Industries, Ltd – Sitecore (CMS)

Constructing a new Sitecore platform for Brother to handle the existing items in the old platform. Creating and migrating new and the existing Sitecore items across different regions.

Business Analyst, 02/ 2020 to 08/ 2021

Nash Tech – Ho Chi Minh City

- Assist client to define requirements and suggest ideas
- Creating business requirement specs UC lists, UC detail, user stories and wireframe from complex Ucs (if needed)
- Acts as a bridge between clients and offshore to clarify requirement with development team (developers, tester, UI design) in both system and business analysis view and facilitate communication among internal team member

- Ability to take multi discipline role including scrum master's responsibility to driving team follow Agile framework and apply sprint artifact effectively
- Experienced in negotiate and solve problems of team collaboration, requirement issues
- Ability to refine product backlog and traceability, prioritize items with different techniques

Pivotal

Developing a user management system on Salesforce for a premium rental car service available on web and IOS app that allows users to get a Land Rover Discovery Sports delivered to their door and picked up when they're done

Fitness First

Develop Self-service system and webpage based on previous implemented Software As A Service (SaaS). This allows users to search, make a booking and pay for fitness session efficiently.

Junior Business Analyst, 05/2018 to 02/2019

NSW Transport– Sydney, New South Wales

- Clarifying requirements and developing functions list
- Deliver user stories, testing and managing backlog
- Managing sprint timeline and quality functions
- Reporting sprint status to PM

Legal Representative, 06/2016 to 05/2018

Withstand Lawyer – Sydney, New South Wales

- Greeting clients and visitors and answering visitor inquiries
- Answering and established incoming calls on multi-line telephone system
- Scheduling and routing clients
- Maintaining and scheduling conference room
- Monitored social media and online sources for industry trends

Marketing Officer, 06/2013 to 05/2015

Pacific Ocean Partner Pty Ltd – Sydney, New South Wales

- Updating and maintaining company's website on external sites (social media platforms)
- Assisting with development of communication materials
- Assisting with creation of company's site content and distribution
- Organizing and assist with company's events
- Conducted trials and tests of marketing channels such as paid acquisition, social media and fresh content creation