



# NGUYEN NGOC THANH

## Fresher Business Analyst

**Date of birth:** 5<sup>th</sup> of March 1993

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### CAREER OBJECTIVE:

- Obtaining a challenging position as Business Analyst that would increase business productivity of the organization & in turn enhancing my skills & competency.
- Participating in requirements analysis, design, technology research and software development stages.

### EXPERIENCE:

#### I. Accor Project at EKINO Vietnam (10/2018 – Now)

##### 1. Accor Description:

- **Accor S.A.** is a French multinational hospitality company that owns, manages and franchises hotels, resorts and vacation properties. It is the single largest hospitality company in Europe, and the sixth largest worldwide.
- Accor operates in 110 countries, with more than 5,100 hotels and 300,000 employees worldwide. Its total capacity is approximately 704,000 rooms. Accor owns and operates brands that cover every segment of hospitality, such as luxury segment (which includes Raffles, Fairmont and Sofitel), premium segment (which includes MGallery, Pullman and Swissôtel), midscale segment (which includes Novotel, Mercure and Adagio) and economy segment (which includes ibis and hotelF1). Accor also owns companies specialized in digital hospitality and event organization, such as onefinestay, D-Edge, ResDiary, John Paul, and Potel & Chabot.

##### 2. **Role:** QC (Tester)

##### 3. **Team size:** 10-12

##### 4. **Responsibilities:**

- Taking charge of clarifying specifications.
- Designing all possible testing scenarios.
- Creating and reviewing test cases which can cover most of the product features.
- Carrying most of the testing types: UI/UX, FT, Smoke test, Ad Hoc...
- Executing test cases with excellent quality and quantity.
- Reporting bugs with right formats and high accuracy.
- Contacting the client to have problems solved (regarding the environment issues, Q&A...).
- Self-managing the daily tasks.
- Reporting issues during the working hours and the daily progress to QC Lead
- Collaborating with the external development team.
- Contributing ideas to the development team to improve the product's quality as an end-user's experiences.

- Supporting and helping newcomers to deeply obtain and comprehend the project domain knowledge.
- Being ready to work over time whenever needed.

#### 5. Achievement:

- Being recognized as one of the most effective members in the team for constantly valuable works.

## II. Fundamental Business Analysis course at BAC ( 24/8/2020 - 23/9/2020)

### 1. Purpose:

- With the passion towards the career path - being a Business Analyst, I took the Fundamental Business Analysis course for having an overview on this field, as well as enhancing my career choice's belief.

### 2. Attended Contents: 12/12

- BA Profession
- RD - Project Definition
- RD - Elicitation
- RD - Analysis
- RD - Documentation
- RD - GUI Design
- RD - Design Practice
- RD - Prototypes
- RD - Prototypes Practice
- Requirement Management
- Requirement Management Practice
- Final Presentation - Sumup

### 3. Skills & Lessons learned during the course

- Learning and comprehending BA concepts and terminologies.
- Working in a group on a hypothetical project (our hypothetical project was E-Class) by using professional BA skills:
  - Defining business strategy: vision, opportunities, scope..
  - Requirement elicitation: meetings, brainstorming, interviewing, questionnaires..
  - Identifying gap analysis
  - Change management
  - Creating use case diagrams
  - Creating prototypes
  - Presenting the project

## SKILLS:

### 1. Professional skills:

- Having basic concepts and terminologies about BA
- Being familiar with Agile methodology.
- Being familiar with Jira tools, User Stories
- Having basic knowledge of Java, HTML/CSS
- MS Office: Word, Excel
- Being able to create all possible testing scenarios
- Being able to handle multiple tasks

## **2. English:**

- Being good at 4 skills: speaking, listening, reading, writing.

## **3. Soft skills:**

- Logical and Analytical Thinking.
- Strong communication skills
- Ability to work individually as well as in group.
- Ability to handle the pressure.
- Fast learner
- Self-research ability
- Readiness to work overtime whenever needed

## **EDUCATION:**

- **English Language** College Degree in Saigon University – June 2019
- **Degree classification:** Good
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## **CERTIFICATES:**

- 10/2018: IELTS (6.0)
- 9/2020: Fundamental BA Certificate ( BAC - IIBA Partnership and Endorsed Program Provider in Vietnam )

## **ACTIVITIES:**

- Teaching English for orphans in Son Ky Orphanage since being a student
- Collaborating with other volunteers to organize public activities for children in the area like Mid Autumn Festival...
- Joining English clubs to improve English skills and develop personal traits.
- Joining company activities like Christmas decoration, automation training....