

ABOUT ME

Business Analyst with experience across **AI-enabled Products, Digital Banking, FMCG, E-commerce, and Enterprise ERP Systems**. Experienced in end-to-end Business Analysis from requirement gathering and process analysis to UAT and go-live support.

Strong in translating business needs into **clear requirements, business rules, user flows, and functional specifications** while collaborating with Product, Engineering, QA, UX/UI, Data, and AI teams.

SKILLS

BUSINESS ANALYSIS

- Requirement Elicitation & Analysis
- Stakeholder Management
- BRD / SRS
- Functional Requirements
- User Stories
- Acceptance Criteria
- Use Cases & User Flows
- BPMN / Process Mapping
- Business Rules
- Requirement Traceability
- UAT
- Change Management
- Go-live Support

SYSTEM & INTEGRATION

- Business & System Flow Analysis
- API Requirement Analysis
- Integration Requirements
- Request / Response Mapping
- Data Mapping
- Error & Exception Scenarios
- SQL Data Validation
- UI/UX Requirement Review

AI PRODUCT ANALYSIS

- AI Use Case Discovery
- AI Chatbot & Conversation Flow
- Semantic Search Requirements
- Voice AI Requirements
- Prompt Template Requirements
- Intent & Entity Requirements
- AI Evaluation Requirements
- AI Scoring Requirements
- AI Acceptance Criteria
- Response & Fallback Rules
- AI UAT & Response Validation

DATA & ANALYTICS

PROFESSIONAL EXPERIENCE

FPT SOFTWARE COMPANY LIMITED

Business Analyst

02/2024 – Present

AI TUTOR V2

AI-assisted Learning & Evaluation Platform | Chat · Voice · Quiz

- Gathered and analyzed requirements for AI-assisted learning and scenario-based employee training.
- Worked with Business and Product stakeholders to clarify learning objectives, practice scenarios, evaluation criteria, and expected outcomes.
- Authored requirements for **Lesson Management**, including create, edit, delete, publish, and configuration flows.
- Documented **Prompt Template** requirements across **7 learning and evaluation categories**.
- Defined functional requirements and user flows for **Chat, Voice, and Quiz** practice scenarios.
- Worked with Product and AI teams to clarify conversation behavior, scoring requirements, feedback rules, and fallback scenarios.
- Defined Voice AI-related business requirements and supported pronunciation and user-experience validation.
- Prepared acceptance criteria and UAT scenarios for application functions and AI-generated responses.
- Managed requirement clarification, change tracking, UAT findings, and issue follow-up.
- Supported UAT, defect clarification, release readiness, and production validation.

Key Deliverables: Lesson Management BRD · Prompt Template Requirements · Chat/Voice/Quiz Flows · AI Evaluation & Scoring Requirements · Acceptance Criteria · UAT Scenarios

LONG CHILL – SHOP STAFF TIMEKEEPING

Mobile Attendance & Workforce Management

- Gathered and analyzed business requirements for Shop Staff Timekeeping.
- Authored **BRD v3.0** covering employee classification, shifts, check-in/check-out, late-arrival handling, pending-order validation, pre-checkout examination, and monthly attendance history.
- Worked with Engineering teams to document functional and **API-related requirements for 9 key interactions**.
- Defined expected inputs/outputs, business validations, expected behavior, and exception scenarios.
- Prepared a **FE/BE Handling Matrix** covering **11 business scenarios**.
- Created BPMN and end-to-end business/system flows to clarify interactions between the mobile application and supporting systems.
- Identified functional, validation, and data-exposure gaps during requirement review.
- Created requirement traceability between business requirements, system functions, and UAT coverage.
- Prepared UAT scenarios covering standard, multi-shift, examination, pending-order, and edge cases.
- Coordinated requirement clarification and tracked **15+ delivery sub-tasks** across Mobile, FE, BE, QA, and supporting teams.
- Supported UAT, defect clarification, production readiness, and go-live.

Key Deliverables: BRD v3.0 · Functional & API Requirements · BPMN / System Flow · FE/BE Handling Matrix · Requirement Traceability · UAT Scenarios · Go-live Checklist

AI RETAIL – SEMANTIC SEARCH & AI CHATBOT

Retail Search & Conversational Support

- Gathered and analyzed requirements for Semantic Search and AI Chatbot features.
- Defined use cases for Product Search, Order Journey, FAQ, and Customer Support.

- SQL
- Power BI
- OLAP
- KPI Analysis
- Forecasting
- Data Validation
- Data-driven Decision Support

TOOLS & DELIVERY

- Agile / Scrum
- Jira
- Confluence
- Defect Tracking
- Cross-functional Collaboration
- Release Readiness

EDUCATION

UNIVERSITY OF ECONOMICS HCMC

Master – Information Design & Technology
2024 – 2026

UNIVERSITY OF FINANCE & MARKETING

Bachelor – International Business
2016 – 2020

- Defined user intents, conversation flows, expected responses, business rules, and fallback scenarios.
- Documented functional requirements, use cases, and acceptance criteria.
- Collaborated with Business, Product, Engineering, and AI teams during requirement clarification.
- Supported UAT and reviewed AI responses against agreed business scenarios.
- Identified functional gaps and coordinated requirement refinements.

FPT IS COMPANY LIMITED

Business Analyst cum Quality Control HDBANK DIGITAL BANKING

Card Management · QR Payment · ICC · App Configuration

- Gathered and translated banking requirements into **BRD/SRS and functional requirements**.
- Worked on **Card Management, QR Payment, ICC, and App Configuration**.
- Defined business flows, business rules, use cases, and acceptance criteria.
- Collaborated with Business, Development, QA, Core Banking, Compliance, and Digital Channel stakeholders.
- Reviewed UI/UX against approved business requirements.
- Performed UAT and validated system behavior against business rules.
- Used SQL for data validation and issue investigation.
- Managed requirements, issues, and traceability through Jira and Confluence.

01/2023 – 01/2024

IPP GROUPS

Demand & Supply Planning – Data Analyst

- Conducted demand forecasting and sales trend analysis for inventory planning.
- Identified process gaps and proposed data-backed improvements.
- Collected and analyzed trade marketing and sales data.
- Built Power BI dashboards for procurement, inventory, delivery, and promotion KPIs.
- Evaluated product assortment and merchandising performance.
- Collaborated with Sales and Trade Marketing teams on campaign improvements.

Achievement: 15% reduction in inventory costs through improved forecasting accuracy.

01/2021 – 01/2023

TIKI LIMITED COMPANY

Key Account Manager

- Analyzed seller, category, and sales performance.
- Supported data-driven pricing, assortment, and promotional decisions.
- Built revenue forecasting models for category planning.
- Led the **Adoption Tools Project**.
- Coordinated internal stakeholders and seller organizations.
- Analyzed partner and brand performance and provided business recommendations.
- Supported strategic and tactical planning with key partners.

Achievement: 25% increase in category sales through pricing and assortment improvements.

05/2019 – 01/2021

TTC SUGAR – THANH THANH CONG GROUP

ERP Project – Tester / Business Analyst

- Participated in Oracle Cloud ERP implementation and testing.
- Worked with TTC business users and KPMG consultants to clarify workflows and testing requirements.
- Performed UAT for Procurement and Logistics functions.
- Documented issues and coordinated clarification with project stakeholders.
- Validated business processes and system readiness before production.

Achievement: Completed the Oracle Cloud ERP testing lifecycle and received an **ERP Project Completion Certification**.