



# NGUYEN HUONG ANH

## CONTACT

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## SKILLS

### Business Analysis & Tools:

- Requirement gathering, URD, SRS, Process Mapping
- Tools: Jira, Confluence, Miro, draw.io, Postman

### Technical Skills:

- Database: PostgreSQL, MySQL, Oracle
- API Design & Testing: Swagger, Postman
- BPMN & DMN: Camunda

### Soft Skills:

- Communication & Stakeholder Management
- Problem-Solving & Analytical Thinking

## LANGUAGE

- English
- French

## ACHIEVEMENT

- UX Certificate
- MOS (Excel and Powerpoint)
- TOEIC
- DELFB1
- French Baccalaureate
- Passed CFA level 1
- Financial Market Analysis from IMF

## PROFESSIONAL SUMMARY

Business Analyst with 3+ years of experience in banking and financial technology. Skilled in requirement elicitation, system analysis, and process optimization. Experienced in both in-house and outsourcing projects, with a strong focus on workflow automation and digital transformation in the banking sector.

## WORK EXPERIENCE

**IT Business analyst** July 2023 - Now

### Maritime Bank

- Collaborate with multiple stakeholders to elicit, analyze, and document business requirements.
- Create detailed URD and Functional Specifications.
- Work closely with the development team to ensure accurate implementation.
- Manage project timelines, monitor progress, and resolve issues.
- Conduct UAT and support deployment.

**IT Business analyst** Feb 2022 - July 2023

### TDT Asia

- Gather and analyze requirement from clients
- Create and maintain SRS
- Assist in planning and setting estimation for delivery of new features and functionalities
- Designed APIs and database structures to support new product features.
- Performed functional testing and reported bugs to improve product quality.

**Investment Banking Intern** Nov 2021 - March 2022

### Viet Dragon Securities Company

- Prepare reports, models and forecasts
- Create document for underwriting securities
- Conduct market research and due diligence investigations

## EDUCATION

**UX Foundation** Feb 2024 - May 2024

**Circle Academy** March 2023 - June 2023

IT Business Analysis

**National Economics University** June 2018 - July 2022

Finance and banking for Advanced Educational Programs  
GPA: 3.6

**Hanoi - Amsterdam High School** August 2015 - July 2018

# PROJECT

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**Model app**  
**(2024 - Current)**

Customer	Relationship manager, credit analyst, hub head,...
Description	<p>This system which is newly developed and used by bank members provides:</p> <ul style="list-style-type: none"><li>• Dynamic Workflow Setup using Camunda</li><li>• Customizable UI for End Users</li><li>• Seamless Integration &amp; Scalability</li><li>• Flexible Configuration and Rule Definition for Each Customer Profile</li></ul>
Team size	+10
My responsibilities	<ul style="list-style-type: none"><li>• Collaborated closely with business units, product owners, and cross-functional teams to align business needs with system capabilities</li><li>• Worked with technology teams to define and implement effective business and system solutions.</li><li>• Created comprehensive URDs for various functions, detailing functional and non-functional requirements</li><li>• Managed project tasks, tracked progress, and ensured timely execution of deliverables</li><li>• Configure workflow and decision rule using BPMN and DMN for each customer loan journey</li><li>• Implemented UAT</li></ul>
Technologies used	<p>Storage and DB: DBeaver</p> <p>Tools: Confluence, Jira, Postman, MS Word/Excel/PowerPoint, Miro, draw.io, camunda,</p>
Outcome	<p>Knowledge about new technology (Camunda)</p> <p>New system to replace the old one</p> <p>Intergrated with other existed systems</p> <p>Reduce TAT for BU up to 70%</p> <p>Reduce 80% time to develop new flow</p> <p>Fasten process flow</p> <p>Better UI for users</p>

## Credit Scoring System (2023 - Current)

Customer	Relationship manager, credit analyst, hub head,...
Description	<p>This system which is internally developed and used by bank members provides:</p> <ul style="list-style-type: none"> <li>• Pre-screening, scoring and ranking customers (Both retail and enterprise banking segment) who has credit need.</li> <li>• Automatising scoring process, allowing admin to configure and change business rule and formula</li> <li>• Storing all customer's information</li> <li>• Reporting</li> </ul>
Team size	+9
My responsibilities	<p>Maintain and update new requirement for system for flexible business needs  Elicit, document, and analyze business requirements  Create URD for new requirement  Manage and follow up task  Implement UAT</p>
Technologies used	<p>Storage and DB: AquaStudio  Tools: Confluence, Jira, Postman, MS Word/Excel/PowerPoint, Miro, draw.io</p>
Outcome	<p>Rule engine for calculating CIC  Tool for retry getting information  Module to upload Machine Learning code  API to automatically scoring flow  Reduce TAT for BU up to 70%  Reduce 80% time to develop new flow</p>

## Decision engine (2024 - Current)

Description	Implementation of Third-Party Purchasing Decision System
Team size	15+
My responsibilities	<ul style="list-style-type: none"> <li>• Analyzed third-party purchasing decision solutions to assess their alignment with the company's needs and processes.</li> <li>• Conducted market research and compared vendors to determine the optimal choice.</li> <li>• Analyzed and transfered system requirements to Vendor and evaluated solutions</li> </ul>

**AFx**  
**(2022 - 2023)**

Customer	Phillip Securities Japan, Ltd.
Description	<p>This project implements derivatives trading platforms for Japanese customer including:</p> <ul style="list-style-type: none"><li>• Platform for users to regist, manage assets</li><li>• System for customers to administer their clients</li><li>• eKYC system</li></ul>
Team Size	10+
My responsibilities	<p>Maintain existed system Gather and implement new requirements for phase 2 Create and document new logic Design mockup and wireframe Manage tasks and follow up team Implement test plan</p>
Technologies used	<p>Storage and DB: MySQL Tools: Redmine, Figma, Postman, MS Word/Excel/PowerPoint, Odoo</p>
Outcome	<p>Module eKYC Updated module notification Develop authentication based on Japan's rule Updated withdrawal function</p>

**CQ Station**  
**(2022)**

Customer	CyberQuote Pte Ltd
Description	This project implements social network platform for traders
Team size	15+
My responsibilities	<p>Develop logic for mobile platforms (IOS, Android) and website Create documents Support creating database and API Design mockup and wireframe Conduct functional test, regression test, UAT, integration test Create and conduct test plan</p>
Technologies used	<p>Storage and DB: MySQL Tools: Redmine, Figma, Postman, Astah, Swagger, Odoo</p>
Outcome	Successfully launching app to the market