



NGUYEN HUONG ANH

CONTACT

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 Phan Dinh Phung, Ba Dinh, Ha Noi

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
- DELF B1
- 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

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

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">• Pre-screening, scoring and ranking customers (Both retail and enterprise banking segment) who has credit need.• Automatising scoring process, allowing admin to configure and change business rule and formula• Storing all customer's information• Reporting
Team size	+9
My responsibilities	<p>Maintain and update new requirement for system for flexible business needs</p> <p>Elicit, document, and analyze business requirements</p> <p>Create URD for new requirement</p> <p>Manage and follow up task</p> <p>Implement UAT</p>
Technologies used	<p>Storage and DB: AquaStudio</p> <p>Tools: Confluence, Jira, Postman, MS Word/Excel/PowerPoint, Miro, draw.io</p>
Outcome	<p>Rule engine for calculating CIC</p> <p>Tool for retry getting information</p> <p>Module to upload Machine Learning code</p> <p>API to automatically scoring flow</p> <p>Reduce TAT for BU up to 70%</p> <p>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">• Analyzed third-party purchasing decision solutions to assess their alignment with the company's needs and processes.• Conducted market research and compared vendors to determine the optimal choice.• Analyzed and transferred system requirements to Vendor and evaluated solutions

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"> • Platform for users to regist, manage assets • System for customers to administer their clients • eKYC system
Team Size	10+
My responsibilities	<p>Maintain existed system</p> <p>Gather and implement new requirements for phase 2</p> <p>Create and document new logic</p> <p>Design mockup and wireframe</p> <p>Manage tasks and follow up team</p> <p>Implement test plan</p>
Technologies used	<p>Storage and DB: MySQL</p> <p>Tools: Redmine, Figma, Postman, MS Word/Excel/PowerPoint, Odoo</p>
Outcome	<p>Module eKYC</p> <p>Updated module notification</p> <p>Develop authentication based on Japan's rule</p> <p>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</p> <p>Create documents</p> <p>Support creating database and API</p> <p>Design mockup and wireframe</p> <p>Conduct functional test, regression test, UAT, integration test</p> <p>Create and conduct test plan</p>
Technologies used	<p>Storage and DB: MySQL</p> <p>Tools: Redmine, Figma, Postman, Astah, Swagger, Odoo</p>
Outcome	Successfully launching app to the market