

NGUYEN HOANG ANH DUONG

Business Analyst

☎ (+84) 333 840 481

✉ anhduong29082003@gmail.com 📍 District 9, Ho Chi Minh City [in linkedin.com/in/nhad](#) 📁 Portfolio

PROFESSIONAL SUMMARY

Business Analyst with about **2 years of experience**, involved in requirement analysis and project coordination support for CRM, E-commerce and SCRM products serving 1,000–2,000+ users. Backed by a **Full-stack Developer foundation (Vue.js / Django)**, I can translate business requirements into documentation that developers can act on. Experienced in writing BRD/URD, basic BPMN/UML modeling, wireframing in Figma and API testing with Postman.

PROFESSIONAL EXPERIENCE

Business Analyst & Project Manager

Feb 2025 – Present

Mini AI Joint Stock Company

Team size: 15 | Domain: E-commerce, SCRM, Zalo Mini App

- Perform business analysis on **3 projects**: B2B E-commerce on Zalo Mini App (500+ users), Mini Gift Wallet (1,000+ users), SCRM (2,000+ users — in development).
- Elicit requirements from clients and stakeholders; translate them into **detailed requirement documents (BRD/URD, User Stories)** for the dev team.
- Design basic wireframes & mockups in **Figma**; model business flows (BPMN, Flowchart) in Draw.io and FigJam.
- Support project tracking in Notion and Microsoft Teams; coordinate among design, development and QC.
- Help manage outsourced projects and coordinate effectively among involved parties.
- Participate in UAT, run API tests with Postman and support client go-live.

Key Achievements: Contributed to successful launches of *Zalo Mini App E-commerce* for Casumina, Co Cay Hoa La and Nerman; *Mini Gift Wallet* for Pernod Ricard, Wonder Angel, Sasin Spicy Noodles and a Gift system for **Mekong Petrochemical JSC**. The *SCRM* product is still under development, targeted at 2,000+ users.

Full-stack Developer & Business Analyst Support

May 2024 – Jan 2025

Victoria School – Khai Hoan Nam Sai Gon

Team size: 6 | Domain: Education CRM (1,000+ users)

- Developed **Front-end** with Vue.js + Quasar Framework based on UI/UX designs from the Designer.
- Built **Back-end** in Python Django; designed PostgreSQL schema and REST APIs.
- Supported the PM on eliciting requirements from teachers and departments; converted them into technical documentation.
- Performed API testing with Postman and helped ensure product quality prior to deployment.
- Participated in end-user training for the CRM system.

EDUCATION

Nong Lam University – Ho Chi Minh City

2021 – 2025

Bachelor of Information Technology

SKILLS

BA Core: Requirement Analysis, Stakeholder Management, BRD/URD, User Story Mapping, API Documentation, UAT

Design: Figma (Wireframe, Mockup)

Front-end: Vue.js, Quasar Framework, ReactJS

Database: PostgreSQL, MySQL, MongoDB, DBeaver, SQL

AI Tools: ChatGPT, Gemini, Claude, Notion AI, Figma AI

Soft Skills: Communication, Problem-solving, Critical Thinking, Teamwork, Adaptability, Conflict Resolution, Negotiation

Modeling: BPMN, UML, Flowchart (Draw.io, FigJam)

Project Mgmt: Agile/Scrum, Notion, Microsoft Teams, Trello

Back-end: Python Django, Java Spring Boot

API & Git: Postman, Git

Languages: Vietnamese (Native), English (TOEIC 500+)

CAREER OBJECTIVE

Short-term (1–2 years): In the next 1–2 years, keep learning and improving as a Business Analyst through real-world projects, and broaden domain knowledge into areas such as ERP and HRM.

Long-term (3–5 years): In 3–5 years, grow into a **Product Owner or Project Manager** who can lead a small team and contribute to larger projects.