

NGUYEN HOANG ANH DUONG

Business Analyst | Product Owner Track

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PROFESSIONAL SUMMARY

Business Analyst with about **2 years of experience**, directly involved in developing **3 products** at Mini AI (Zalo Mini App E-commerce, Mini Gift Wallet, SCRM) for enterprise clients including Pernod Ricard, Casumina, Nerman, Co Cay Hoa La and Mekong Petrochemical JSC. Experienced in writing User Stories, managing backlog in Notion and collaborating with stakeholders to clarify requirements. A **Full-stack Developer foundation (Vue.js / Django)** helps me weigh both business value and technical feasibility when proposing solutions.

PROFESSIONAL EXPERIENCE

Business Analyst & Project Manager

Feb 2025 – Present

Mini AI Joint Stock Company

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

- Contribute to **3 products**: B2B Zalo E-commerce (500+ users), Mini Gift Wallet (1,000+ users — for promotions, Marketing/Re-Marketing and customer data collection), SCRM (2,000+ users — in development).
- Write **User Stories** and detailed BRD/URD for the dev team; clarify requirements during sprints.
- Track backlog and sprint progress in **Notion**; collaborate with a 15-person team via Microsoft Teams.
- Work directly with enterprise clients (Pernod Ricard, Casumina, Nerman, Mekong Petrochemical) to clarify scope and handle change requests.
- Collaborate with the Designer (Figma/FigJam) and coordinate UAT with clients before go-live.
- Gather feedback after launch and help propose follow-up improvements.

Key Achievements: Contributed to 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 **Mekong Petrochemical JSC**; the *SCRM* product is in its final development phase, 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)

- Supported requirement elicitation from teachers and departments; converted them into documentation for the dev team.
- Built Front-end (Vue.js + Quasar) and Back-end (Python Django) based on designs and requirements.
- Participated in end-user training for the CRM system.
- Performed API testing with Postman prior to deployment.
- Observed real-world usage to propose small improvements for follow-up sprints.

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, gain more experience close to the Product Owner role — improve at writing User Stories, backlog management and working closely with clients.

Long-term (3–5 years): In 3–5 years, grow into a full **Product Owner** role, owning a product end-to-end and leading a team to deliver valuable solutions for customers.