

# DUONG NGUYEN

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## EDUCATION

### University of Information Technology - VNUHCM

Sep 2021 – Sep 2025

*Bachelor of Information Systems (GPA: 7.85 / 10)*

- **Relevant Coursework:** Database Management, Systems Analysis and Design, Business and Data Analysis, Project Management, Business Process Modeling, ERP, Software Development

## EXPERIENCE

### NASANI

Aug 2025 – Oct 2025

*Website Design Consultant*

*HCMC, Vietnam*

- Communicated with clients to gather and clarify requirements
- Analyzed and proposed appropriate solutions that align with client needs and business objectives
- Created detailed technical specifications for development teams and collaborated with project teams to maintain alignment throughout project
- Conducted user training and post-implementation support

### KYANON DIGITAL

Apr 2025 – July 2025

*Business Analyst Trainee*

*HCMC, Vietnam*

- Authored comprehensive User Guide and traced 20+ requirements for AEON's iAEON super-app
- Authored user stories and FRD for an e-commerce case study under Senior Product Owner mentorship
- Supported project planning and progress tracking, collaborating with stakeholders to resolve issues and design solutions for business needs
- Created AI handbook, contributing to organizational knowledge base and team skill development

### FAST

Sep 2024 – Nov 2024

*ERP Implementation Intern - HRM Software*

*HCMC, Vietnam*

- Implemented FAST HRM systems and trained 2 clients on system operations
- Elicited and analyzed client requirements, creating BPMN diagrams to visualize business processes
- Configured and customized FAST HRM modules for 2 clients to ensure alignment with client needs

## PROJECTS

### Museverse - Online Music Website 📄 | Team size: 6, Role: Business Analyst, Score: 10/10

- Designed database supporting 3 user types (customers, artists, administrators)
- Developed functional specifications, UML diagrams, and mockups, resulting in a detailed SRS document
- Collaborated with team members to validate requirements; supported testing phases to ensure system quality

### MuzikTic - Concert Ticket Management System 📄 | Team size: 4, Role: Business Analyst, Project Coordinator, Score: 8/10

- Authored system specification documents (use cases, UML diagrams, wireframes) to support development team
- Performed data collection and cleansing from Ticketbox to build an event database
- Coordinated project timeline using Gantt charts, meeting a 2-month deadline

### Elleme - Food Delivery App 📄 | Team size: 5, Role: UX/UI Designer, Front-end Developer, Score: 9/10

- Developed user interface for features like user profiles, favorites, and order history using XML and Java
- Designed intuitive wireframes and mockups for Customer and Order Management modules

## TECHNICAL SKILLS

**Technical Skills:** Requirement Analysis, FRD/SRS, User Stories & Acceptance Criteria, BPMN & UML, Wireframe & Mockup, Requirements Traceability Matrix, User Guide, HTML/CSS/JS, ERP Implementation (FAST, Odoo)

**Tools:** SQL Server, Power BI, Figma, Miro, draw.io, StarUML, Balsamiq, Notion, Microsoft Project

**Domains:** CMS (Drupal), HRM, E-commerce, Loyalty

**Core Competencies:** Collaboration, Problem-Solving, Documentation, Presentation

**Certifications:** VNU-EPT 256/400 (2025), IT Business Analysis Fundamentals (Udemy)