

DO HOANG ANH

IT BUSINESS ANALYST

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PORTFOLIO
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PROFESSIONAL SUMMARY

IT Business Analyst with nearly 1.5 years of experience in process discovery, business analysis, solution design and delivery of enterprise software (CRM, ERP, HRM, LMS) for clients in Vietnam and the United States. Involved in the full project life cycle: As-Is/To-Be analysis, BRD/SRS/user stories, working with developers, testing, UAT and acceptance. Technical background in APIs, databases and Odoo, with experience in digital transformation and process automation using AI agents, knowledge bases and AI workflows, which cut the BA/QA team's time on repetitive work by about 70%.

WORK EXPERIENCE

IT Business Analyst

Rocket Global Technology Company

09/2025 – Present

Hung Yen, Vietnam

Software project for a U.S. client | BA, Scrum coordination, QA support

- Primary contact for requirements: meetings and clarification with the client **100% in English**; define scope, business rules, dependencies and acceptance criteria before handing over to the development team.
- Analyse the impact on existing functions, propose and present solutions to the client; work with engineers on APIs, the database and integration flows to make sure the approach is feasible.
- Design user flows, system flows, wireframes and UI mockups; turn requirements into Epics, User Stories and Tasks; directly created **624 Jira tickets (47% of board total)**, processed 128 change requests across 41 client meetings.
- Coordinate sprints: planning, backlog, progress tracking and resolving blockers between BA, developers and testers; built a progress and KPI dashboard on the **Jira REST API** for the team and the client.
- Review deliverables against acceptance criteria; run functional, integration and regression tests and UAT; built and standardised **more than 1,000 automated test cases** (agent-assisted, including a 901-case suite via Tester Kit, eliminating 146 fake tests and catching 10 multi-tenant isolation defects).

AI initiative: automating the BA & QA process | Proposed, designed and delivered

- Studied how BAs and testers work, identified the root causes of the bottleneck (repetitive work, scattered project knowledge) and redesigned the process on the principle **AI executes, people verify and stay accountable**.
- Built the **BA Kit** (30 bespoke skills, MCP): reads the codebase and database for impact analysis, drafts user stories, wireframes, system diagrams, Jira tasks and UAT documents, and summarises action items after meetings.
- Built the **Tester Kit** (7 skills): generates test cases from requirements, runs **10–15 parallel agent sessions** for regression testing, collects evidence and drafts bug reports; testers focus on verifying failed and complex cases.
- Architected **Software-KIT** (14 role kits, 40 bespoke skills, 38 standards, 72 commits): built project knowledge vaults (Obsidian), issued AI governance rules and trained team members on daily adoption.
- Results by internal measurement: **about 70%** less time on repetitive work and **about three times** the productivity in the processes where it is applied.

E-learning system with integrated CRM/ERP | Business Analyst

- Interviewed Sales, Accounting, HR and Training; analysed the As-Is process and pain points and designed the To-Be process for the student CRM, sales, tuition, receivables, teacher and class modules.
- Wrote BRD, PRD, SRS, user stories and acceptance criteria; defined business rules, permissions, the data model, APIs and integration flows.
- Worked with developers during implementation, reviewed deliverables and supported testing and UAT before acceptance and handover.

Business Analyst Intern

Global AI JSC (Thinh Cuong Group)

06/2025 – 09/2025

Hanoi, Vietnam

- Surveyed and analysed CRM, ERP and HRM processes for the electric car and electric truck business and charging-station operations; worked with several departments to clarify requirements and how their processes connect.
- Analysed modules, workflows, business rules and data in **Odoo CRM/ERP**; assessed the gap against real operations and proposed To-Be processes that fit the system.
- Produced flows and requirement documents for developers; checked the delivered result against the requirements.

SKILLS

Business analysis	Requirement elicitation, business process analysis, As-Is/To-Be, gap analysis, BRD/PRD/SRS, user stories, use cases, UAT
Enterprise systems	CRM, ERP, HRM, LMS, workflow management; Odoo CRM/ERP
AI & automation	AI agents, prompt engineering, knowledge bases, AI workflows, MCP, agent skills; Claude, ChatGPT, Codex
Technical	REST APIs, webhooks, system integration, SQL, data models, JSON, API testing
Management & tools	Agile/Scrum, Jira, Plane, Trello; Figma, Draw.io, Mermaid (wireframes, process flows); Obsidian
Languages	English: daily meetings and work with U.S. client (IELTS 6.0 Academic) · Chinese: conversational (HSK 3) · Vietnamese: native

EDUCATION & CERTIFICATES

Thang Long University | B.Sc. in Artificial Intelligence

2022 – 2026

GPA 8.0/10 | Top 100 Excellent Students, 2022–2023 | Certificates: IBM Data Analyst Professional Certificate, IELTS 6.0