



# NGUYỄN NGỌC TRÂN


PRODUCT OWNER

 FEMALE



28/11/1993



 Le Van Sy Str, W.12 D.3, HCMC, Vietnam



I used to work as a BA/PO for Mobile World Group, experienced projects to develop touchless payment channels, financial projects with banks and financial companies, mortgage lending projects. My goal in the near future is to become a professional business analyst, contributing to the development of the company.

## Work experiences

**MOBILE WORLD GROUP | D.9, HCMC**, Business Analyst/ Product Owner

JUNE 2020 - PRESENT

### Projects:

- Framework for the service of **making installment records, mortgage loan, pay on behalf, collect on behalf, touchless payment methods**
- Improve the flow of selling SIM services, internet installation, scratch cards, pincode, top-up

### Recognition and Gains:

1. More than 3 million contracts (from January to November 2021). Save labor cost nearly 10,000 PG. Apply AI tools - identify identity cards, driver's licenses to save time on data entry.
2. Can handle up to 5,000 transactions/ day with a total amount of up to 30 billion/ day. Saving nearly 18 billion/ month compared to card payment. Save time and labor in controlling transfer transactions. Orders are processed in less than 1 second which enhances the customer experience. Limit direct contact during the pandemic. Reducing the risk of cash fund control at supermarkets.

**CP Tech | D.4, HCMC**, Business Analyst/ Product Owner

MAY 2019 - MAY 2020

### Projects:

- Ticket tool for CS Lixifood
- Rivi application
- Customer Care application for Điện Máy Chợ Lớn

### Achievements and skills gained:

- Learn agile methods, how to write user stories, how to analyze use cases with as much context as possible

**Giao Hàng Nhanh | D.11, HCMC**, Product Specialist

APR 2017 - DEC 2017

## Professional Skill

### Soft Skills:

- Communication and negotiation: 8/10
- Analysis and problem solving: 8/10
- Time management: 9/10
- Operation data: 9/10

### Advanced Skills:

- Use case Diagram: 8/10
- Sequence Diagram: 9/10
- Data Flow Diagram: 8/10
- BPMN: 9/10
- UI/ UX: 8/10

## Interests

Volleyball, soccer, movies, music, shopping

## References

Mr. Lê Anh Tú

Trưởng phòng - Phòng Phát Triển Ứng Dụng ERP of MWG

Email:

Mobile: 

- **Customer communication system**, BI tool
- Internal app for logistics
- Write BRD and mockup wireframe.

## Education

**HCMC University of Food Industry**, Major: Accounting

Oct 2012 - May 2016

GPA: 3.2/4

## Activities

**Japan Vietnam Festival | HCMC**, Staff Leader

2014 - 2018

- Staff in charge of areas: stage, guests
- Leading a team of 5-7 employees
- Arrange a timetable for exchanges between guests and participants, responsible for staffing