

NGUYEN DUC VY

ICT Business Analyst

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PROFESSIONAL SUMMARY

ICT Business Analyst with a Master of Computer Science and hands-on experience translating business needs into clear requirements, process maps, and functional specifications for software and data solutions. Skilled in requirements elicitation, gap analysis, Business Process Model and Notation (BPMN) process modelling, Business Requirements Document (BRD) and Functional Requirements Document (FRD) documentation, and User Acceptance Testing (UAT) support across enterprise (SAP ERP), analytics, and full-stack delivery case studies.

Experienced working in Agile and Scrum teams, using Jira, Confluence, SQL, and Power BI to support data-driven decision making and bridge communication between business stakeholders and technical teams. Multilingual in English, Vietnamese and Japanese. Holder of the Entry Certificate in Business Analysis (ECBA) from the International Institute of Business Analysis (IIBA), currently completing an Australian Computer Society (ACS) Professional Year in IT, and seeking ICT Business Analyst roles in Perth, Western Australia.

CORE SKILLS

- Business Analysis: Requirements elicitation, stakeholder interviews, workshops, user stories, use cases, gap analysis, Business Requirements Document (BRD), Functional Requirements Document (FRD), acceptance criteria, User Acceptance Testing (UAT) support.
- Process and Methodology: Business Process Model and Notation (BPMN) AS-IS/TO-BE mapping, Agile, Scrum, Software Development Life Cycle (SDLC), sprint ceremonies, backlog management, Jira-based requirements traceability.
- Data and Reporting: Structured Query Language (SQL), PostgreSQL, Microsoft Excel (VLOOKUP, pivot tables), Power BI, Data Analysis Expressions (DAX), data dictionaries, data modelling, data migration, data cleansing.
- Systems and Tools: SAP Enterprise Resource Planning (ERP), Advanced Business Application Programming (ABAP) reporting, Jira, Confluence, Git, GitHub, Docker.
- Stakeholder Management and Communication: Cross-functional collaboration, technical documentation for business and technical audiences, change management support, multilingual stakeholder engagement (English, Vietnamese, Japanese).

KEY ACHIEVEMENTS

- Led an end-to-end Business Analyst case study for Western Australia's resources sector covering 421 sites across 356 projects: produced a requirements catalogue, AS-IS/TO-BE BPMN process maps, a 19-field data dictionary, and executive-level Power BI reporting.
- Directed delivery of that case study through a Jira backlog of 41 issues (5 Epics, 19 Stories, 17 Subtasks) across 3 sprints, demonstrating structured Agile requirements management from business case through to a delivered application.
- Elicited requirements and produced functional specifications and test cases for an artificial intelligence (AI) image classification project for an external client, translating business needs into documented, testable acceptance criteria.
- Documented and automated SAP ERP reporting workflows, reducing manual effort and improving the timeliness of operational reports for enterprise stakeholders.

PROFESSIONAL EXPERIENCE

Software Developer Intern - Spirited Thinking (Access Labs Program)

Perth, WA | Jul 2024 - Nov 2024

- Elicited requirements from Spirited Thinking and client Botlab for an AI image classification project, analysing image datasets and documenting functional specifications, test cases, and success criteria.
- Facilitated discussions with developers and data scientists to clarify scope, success metrics, and constraints, aligning business expectations with technical delivery.
- Contributed to backlog refinement and defect triage, ensuring issues were clearly described and traceable to requirements and test cases.

SAP Developer Intern - FPT Information Systems

Ho Chi Minh City, Vietnam | May 2017 - Aug 2017

- Documented client reporting and data processing requirements through stakeholder meetings and analysis of existing SAP workflows.
- Designed and implemented SAP ABAP reports to automate critical data workflows, reducing manual effort and improving reporting timeliness.
- Collaborated with functional consultants to validate report outputs against business rules and adjust logic based on user feedback.

OTHER EXPERIENCE (TRANSFERABLE SKILLS)

- Culinary Assistant - La Cucina, Perth, WA (Mar 2023 - Present).
- Warehouse Stock Coordinator - 88 Supermarket, Vancouver, Canada (Dec 2021 - Sep 2022).
- Receptionist - Rang Dong Hotel, Ho Chi Minh City, Vietnam (Jan 2020 - Jun 2020).

PROJECTS

WA Mining Portfolio - Business Analyst and Data Case Study

SQL, PostgreSQL, Power BI, FastAPI, React, TypeScript, Docker, GitHub Actions, Jira | Personal Project | 2026

- Defined the business problem that stakeholders relied on static reports to monitor a portfolio of 421 sites across 356 major resources projects, and framed the solution as an interactive dashboard.
- Produced a requirements catalogue and a 19-field data dictionary describing a site-level data model (SITE_CODE as primary key), mapping the relationship between multiple sites and a single project code (PROJ_CODE).
- Facilitated the AS-IS/TO-BE Business Process Model and Notation (BPMN) mapping and documented data-cleansing business rules (for example, standardising region and Local Government Area (LGA) naming) that were later carried into the delivered solution.
- Directed delivery through a Jira backlog of 41 issues (5 Epics, 19 Stories, 17 Subtasks) across 3 sprints, and reviewed User Acceptance Testing (UAT) outcomes for the resulting Power BI dashboard.
- Personally extended the solution's scope beyond the original Power BI reporting layer into a live application (Application Programming Interface (API) built with FastAPI, web interface built with React) — including a filterable dashboard, an interactive map, CSV export of the sites data, and a global search command palette — applying the same requirements catalogue and data-cleansing rules so the delivered build matched the documented business logic.
- Containerised the application (Docker) and set up an automated build and test pipeline (GitHub Actions) running real backend and frontend regression test suites on every change, giving stakeholders assurance that each release was verified against the documented requirements before going live.
- Repository: github.com/tonynguyen1292/WA_Mining

Healthcare - Mental Health Treatment Gap Analysis (Western Australia)

Business Case, Project Charter, Stakeholder Analysis, Data Ingestion | Personal Project | 2026

- Led full Business Analyst discovery for a hybrid BA/data case study on Western Australia's mental health treatment gap: problem statement, scope and assumptions, stakeholder analysis, business requirements, and AS-IS process documentation.
- Authored a formal initiation and governance pack (business case, project charter, stakeholder and risk registers, requirements and epics) to scope and authorise a five-sprint Agile delivery plan.
- Delivered Sprint 1 (data ingestion): sourced, ingested and verified two national mental-health datasets (24,865 and 48,267 records) from Australian Bureau of Statistics (ABS) and Australian Institute of Health and Welfare (AIHW) sources, covering all 31 Australian Primary Health Networks (PHNs).
- Repository: github.com/tonynguyen1292/Healthcare

EDUCATION

Master of Computer Science

Edith Cowan University, Joondalup, Western Australia | Feb 2023 - Feb 2025

- GPA: 3.458 out of 4.0
- Relevant coursework: Systems analysis, database design, project management principles.

Cybersecurity Diploma

New Brunswick Community College, Saint John, New Brunswick, Canada | Sep 2020 - Jun 2021

- GPA: 3.573 out of 4.0
- Relevant coursework: Systems administration and enterprise IT environments, project execution, IT governance.

Bachelor of Computer Science

University of Science, VNU-HCM, Ho Chi Minh City, Vietnam | Oct 2014 - Jan 2020

- GPA: 3.29 out of 4.0
- Relevant coursework: Software engineering, analysis and design, database systems, data structures, technical writing, communication management.

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

- Entry Certificate in Business Analysis (ECBA), International Institute of Business Analysis (IIBA) - issued July 2026, credential ID 188039608.
- Australian Computer Society (ACS) Professional Year in IT - in progress (Nov 2025 - present).
- Step Into SQL with Jupyter Notebooks - Coursera, issued May 2026.

PORTFOLIO AND ARTEFACTS

- WA Mining repository (requirements catalogue, data dictionary, BPMN process maps, Power BI dashboard, live application): github.com/tonynguyen1292/WA_Mining.
- WA Mining Jira backlog (41 issues across 3 sprints): tonynguyen1996jb.atlassian.net/jira/software/projects/WMDP2.
- GitHub portfolio: github.com/tonynguyen1292.