HOANG QUOC HUY

Pham The Hien Street • Ho Chi Minh City, 700000, UTC+7 • quochuyhqh02@gmail.com • +84386078543
https://huyresearcher.github.io/ • https://www.linkedin.com/in/huyhoang0603/
https://github.com/HuyResearcher

PROFESSIONAL SUMMARY

Product-focused Analyst with 2+ years of experience in Agile product delivery and AI-enabled system development. Proven track record managing product backlogs, coordinating sprint planning, and delivering platform features across Sales, Distribution, and CRM domains. Experienced in AI product implementation including chatbot integration and automation workflows, with strong technical literacy in API design, system integration, and data monitoring.

KEY SKILLS

- **Project Management**: Task & Activity Tracking, Agile/Scrum, Sprint Planning, Risk & Change Management, Conflict Resolution.
- **Business System Analysis:** System process analysis and comprehensive ERP Analysis (SAP, Frappe ERP).
- **Workspace Adaptation:** Effective time management, verbal & written communication, proven ability to adapt to the fast-paced, international and digital environment.
- **System Administration and Support:** monitor system performance, and provide technical support to SAP users.
- **Stakeholder Management:** Communication and Relationship Building, Understanding Needs and Managing Expectations, Conflict Resolution and Risk Management.
- **Cross-functional system management:** API Specification, cross-functional system mapping.
- **Technical Literacy:** API design, data flows, non-functional requirements, system architecture
- **AI Product Development:** LLM integration for enterprise applications, AI workflow automation (n8n, UI Path), Prompt engineering.
- **Tools and Technologies:** Documenting (User story, BRD, FRD), Diagraming (Flowchart, BPMN, Activity Diagram, Sequence Diagram), RPA (Robotic Process Automation), RMM (UltraViewer), Mockup, Draw.io, Jira, SQL, Python, PowerBI, Postman.

EXPERIENCE

ERP Analyst | Product Owner for AI Integration | SAP SD Specialist
METANET VINA   Ho Chi Minh City, Vietnam
Business Analyst (on-site at Orion Food Vina)   07/2024 - 03/2026

Product Ownership & Delivery:

- Acted as Product Owner for **AI-powered features** within the Accounting system, Sales Process and Marketing pipeline.
- Translated business needs into **50+ user stories and functional specifications**, coordinating sprint planning and delivery with engineering teams using Agile/Scrum methodology.
- Facilitated **cross-functional collaboration** among **200+ stakeholders across Vietnam and South Korea**, managing product alignment across multiple time zones and departments.
- **Ensured on-time delivery** of platform features through **sprint coordination with outsourced development teams** via Jira and Microsoft Project, maintaining **95% sprint completion rate.**

AI Product Development & Implementation:

- **Designed and delivered AI Chatbot product** for HR and IT Helpdesk systems using **Large Language Model with Retrieval-Augmented Generation (RAG) architecture**, retrieving knowledge from internal documentation
- Implemented **agentic workflows using n8n and UI Path** for employee training automation workshop.

Technical Integration & System Design:

- Developed comprehensive **API mappings for seamless integration** across SAP SD, SAP FI, Warehouse Management, and Sales Portal, documenting data flows and system architecture.
- Conducted comprehensive **requirement analysis and technical documentation** for **four key platform systems** with focus on non-functional requirements (security, performance, scalability)
- Collaborated with engineering teams on system design discussions using **API specifications, sequence diagrams, and technical architecture documents.**

Product Quality & Operations:

- Provided **post-launch operational support**, tracking 200+ issues and coordinating continuous product improvements based on **user feedback and data insights.**
- Analyzed real-time Heat Map report performance **serving 150+ sales representatives**, optimizing **data refresh rates and visualization load times.**

Tools: Jira, Postman, Figma, draw.io, n8n, Copilot x Visual Studio, SQL, Power BI, Python, SAP S4/HANA

FINTECH DRACO CORPORATION   Ho Chi Minh City, Vietnam
Business Analyst (Internship)   07/2023 - 05/2024

Product & Delivery Management:

- Coordinated product activities between BA team and digital solution team, **successfully integrating Waterfall and Agile Scrum methodologies across 2 projects.**
- Applied Agile methodology to four **e-commerce platform projects via Jira, managing product backlog, user story creation, and sprint prioritization**

Technical Integration & Documentation:

- Researched and documented comprehensive **API specifications for multi-platform e-commerce system** integration with Lazada, TikTok Shop, Tiki, and WooCommerce.
- Prepared detailed **API integration documentation for payment gateways** (Momo, PayPal, VietQR) including authentication flows, error handling, and security requirements.

EDUCATION

University of Economics Ho Chi Minh City   Ho Chi Minh City, Vietnam
Bachelor degree, Investment Economics   03/2024
GPA: 3.56/4.0

CERTIFICATE

Generative AI for Business Analysis   **RPA Citizen Developer** - UI Path
SQL Advanced - HackerRank   **Microsoft Power BI Data Analyst** - Microsoft
Microsoft Business Analyst - Microsoft   **Artificial Intelligence** - FutureLearn