HOANG QUOC HUY

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PROFESSIONAL SUMMARY

Results-driven Analyst with 2 years of experience in Sales & Distribution and CRM. Proficient in requirement analysis, stakeholder management, and Agile methodologies, with a strong background in system integration, and process optimization. Proven track record in leading digital transformation projects, enhancing system efficiency, and driving business growth through strategic analysis and automation. By advanced knowledge about data analysis, I bring corporations not just optimized flow but also accurate adaptive solutions.

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).
- Data Analysis: Data cleaning on SQL, Python and data visualization on Power BI.
- Strategic Analysis: Enhancing Strategic Thinking and Decision-Making.
- UI/UX Design: Ability to visualize concepts through wireframe, and prototype on Figma and draw.io.
- 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.
- **Domain expertise:** Sales & Distribution and CRM.
- AI learner: AI enthusiastic, AI prompt, Process optimization.
- 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.

EXPERIENCE

ERP Analyst | SAP S4/HANA | SAP Integration Suite | AI Enthusiast METANET VINA

Business Analyst (on-site at Orion Food Vina)

Ho Chi Minh City, Vietnam 07/2024 - 09/2025

- Participated in full-scope SAP S4/HANA system development for Orion Food Vina and Orion Korea as Business Analyst, UI Designer, and Tester.
- Conducted comprehensive requirement analysis and documentation for four key systems: ERP, Heat Map, Total Report, and Sales Portal.
- Facilitated cross-functional collaboration among 200+ stakeholders across Vietnam and Korea, managing multiple time zones.
- Developed API mappings for seamless integration of four systems: SAP SD, SAP FI, Warehouse Management, and Sales Portal.
- Managed Agile product backlog and coordinated sprint planning using Jira and Microsoft Project.
- Analysis and Manage real-time Heat map report.

Key Achievements:

- Enhanced User Support Efficiency: Integrated AI Chatbot for HR and ERP systems serving 2,000+ users, reducing problem diagnosis and support time by 37%.
- **Streamlined Design Process:** Utilized AI extensions in Figma to optimize mockup and wireframe creation, achieving **35% reduction** in ideation and prototyping time.
- **Improved System Integration:** Successfully executed RESTful API testing via Postman, ensuring 100% system connectivity validation.
- **AI-Driven Innovation:** Researched and implemented AI transformations for employee training using n8n, UI Path, and Copilot for workflow automation.

Domain: Sales and Distribution, CRM.

Tools: Jira, Postman, Figma, draw, n8n, Copilot x Visual Code Studio, SQL, Power BI, Python

FINTECH DRACO CORPORATION Business Analyst (on-site)

Ho Chi Minh City, Vietnam 07/2023 - 05/2024

- Coordinated activities between BA team and digital solution team, integrating Waterfall and Agile Scrum methodologies.
- Researched and documented API specifications for multi-platform e-commerce system integration.
- Collaborated with Accounting and Sales-Marketing teams to update E-Accounting system and deploy automation services.
- Applied Agile methodology to four projects and Waterfall methodology to two projects through Jira.
- Implemented AI and chatbot solutions across various departmental operational processes.

Key Achievements:

- Operational Excellence: Successfully integrated Waterfall and Agile Scrum models, improving work efficiency by 45% and reducing task delay rate to 15%.
- **E-commerce Integration Success:** Established successful API connections with major platforms including Lazada, TikTok Shop, Tiki, and WooCommerce.
- Payment System Integration: Prepared comprehensive API documentation for Momo, PayPal, and VietQR integration.
- Cost & Time Optimization: Ensured development teams met project timelines, reducing average project time and cost by 22%.

EDUCATION

University of Economics Ho Chi Minh City

Bachelor degree, Investment Economics

GPA: 3.56/4.0

Ho Chi Minh City, Vietnam 03/2024

CERTIFICATE

Generative AI for Business Analysis - LinkedIn Learning RPA Citizen Developer - UI Path SQL Intermediate - HackerRank Business Analysis Foundation - Hai Lua Artificial Intelligence - FutureLearn Agile Foundation