HOANG QUOC HUY

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PROFESSIONAL SUMMARY

Product-focused Analyst with 2+ years of experience in Agile product delivery and AI-enabled system development. Hands-on experience designing and shipping agentic workflow automation, and translating real business problems into scalable AI solutions. Strong technical literacy across API integration, system design, data monitoring, and non-functional requirements. Certified IBM Product Owner, Microsoft Business Analyst with a track record of 95% sprint completion and cross-functional stakeholder alignment across 200+ team members.

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), 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.
- **Technical Literacy:** API design, data flows, non-functional requirements, system architecture.
- **AI Product Development:** LLM integration & applied AI for enterprise products; Agentic workflows, Tool Calling & orchestration (n8n, MCP-style); RAG system design; Prompt engineering & validation; Responsible AI guardrails (hallucination prevention, fallback handling)..
- **Tools and Technologies:** Documenting (User story, BRD, FRD), Diagraming (Flowchart, BPMN, Activity Diagram, Sequence Diagram), Mockup, Draw.io, Jira, SQL, Python, PowerBI, Postman.

PROFESSIONAL EXPERIENCE

METANET VINA Ho Chi Minh City, Vietnam

Business Analyst (on-site at Orion Food Vina) 07/2024 - 03/2026

- Led product ownership and delivery for AI features across Accounting, Sales, and Marketing, coordinating 40 Agile sprints across SAP SD/FI, WMS, OMS, and SFA platforms, maintaining a 95% sprint completion rate and on-time delivery for all major milestones.
- Managed cross-functional 200+ project teammates alignment for ERP initiatives with stakeholders in Vietnam and South Korea across SAP SD/FI, WMS, OMS, and SFA.
- Acted as Product Owner for HR and IT Helpdesk AI chatbots using LLM architecture, serving 3000 employees across departments, reducing average IT ticket resolution time by 20% and handling 100+ queries/month with a 45% self-service deflection rate

- Delivered API mappings and system design for integrations across SAP SD/FI/MM, Warehouse Management (WMS), Order Management (OMS), and Sales Portal/SFA.
- Performed requirement analysis and technical documentation for SAP and related platforms (OMS, SFA and WMS)
- Managed and triaged 200+ post-launch issues via Jira, prioritizing enhancements based on user feedback and Power BI usage data, reducing critical bug backlog by 40% within 8 weeks.
- Led unit test and system integration test of multi-system project: SAP and sub-systems (OMS, SFA, WMS, E-Invoice, S&OP) as Keyman.
- Maintained Excel dashboards tracking 5 product KPIs (sprint velocity, API error rate, chatbot adoption, issue backlog) for weekly stakeholder reporting.

Key Achievements:

- Improved System Integration: Designed and executed end-to-end Integration test suites via Postman across 6 integrated platforms (SAP SD/FI/MM, OMS, SFA, WMS, E-Invoice), achieving 100% system connectivity validation before go-live, eliminating integration-related launch blockers for a 200+ person project.
- AI-Driven Innovation: Researched and implemented AI transformations for employee training using n8n, UI Path, and Copilot for workflow automation.
- Ensured on-time delivery of platform features through sprint coordination with outsourced development teams via Jira and Microsoft Project, maintaining 95% sprint completion rate.

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

FINTECH DRACO CORPORATION Ho Chi Minh City, Vietnam

Business Analyst (Internship) 07/2023 - 05/2024

- Coordinated product activities between BA team and digital solution team, successfully integrating Waterfall and Agile Scrum methodologies across 2 projects.
- Managed product backlog and sprint prioritization for 4 e-commerce platform projects via Jira, writing 40+ user stories and maintaining a 90% on-time delivery rate across 18 sprints.
- Researched and documented comprehensive API specifications for multi-platform e-commerce system integration with Lazada, TikTok Shop, Tiki, and WooCommerce.
- Authored API integration specs for 3 payment gateways (Momo, PayPal, VietQR) covering authentication flows, error handling, latency SLAs, and security/privacy requirements, adopted as the standard integration reference across 6 engineering teams.

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

SQL Advanced - HackerRank

Microsoft Business Analyst - Microsoft

RPA Citizen Developer - UI Path

Microsoft Power BI Data Analyst - Microsoft

IBM Product Owner - IBM

PROJECT

Project	Role	Key Contributions	Project Description
SAP (Sep 2024 - Mar 2026)	Business Analyst and System Integration's Key Man	- Documented SD processes and API specs - Led unit tests and SIT, and UAT.	- Team size: over 200 - Full scope customization and implementation of SAP S/4HANA for Orion Food Vina and Korea, using Postman, Jira, Figma, Draw.io, Python.
Order Management System (Jul 2024 - Mar 2026)	Business Analyst cum Project Coordinator	- Key liaison: OMS, SAP SD, SAP FI, WMS, S&OP - Unit test, UAT & integration validation	- Team size: 50 - Order Management System (OMS) and Sales Force Automation (SFA) handling key activities for Orion Food Vina, with full integration to SAP SD, SAP FI and WMS, using Jira, Postman, Draw.io, Python.
ITSM Automation (Aug 2024-Feb 2025)	Product Owner	- Requirements, functional specs & UI/UX design. - Prompt validation	- Team size: 5 - AI Agent workflows using n8n for IT helpdesk task automation and CRM flow optimization, integrated with LLM and RAG for enhanced internal support systems.