

NGUYEN TUAN ANH

Business Analyst Intern

+84 778 401 491 | nguyntuananh.it@gmail.com | Thu Duc, Ho Chi Minh City
github.com/t-anh1007 | linkedin.com/in/nguyntuananh | nguyentuananh.me

SUMMARY

Information Systems student who turns vague user needs into clear business rules, flows, and acceptance criteria that developers can build and testers can verify. Works by asking “what happens when it goes wrong”, such as a late payment or a cancelled slot, and writes the answer down before any code exists. A habit of trying new apps and AI tools early trained an eye for confusing steps and missing rules. Aims within 12 months to own requirement lists, user stories, and flow diagrams for a live product under a BA team’s process.

EDUCATION

Industrial University of Ho Chi Minh City

Engineer in Information Systems | 2022 – March 2027 (Expected)

Relevant Coursework: Requirements Analysis and Management, Systems Analysis and Design, Management Information Systems, Information Systems Project Management

PROJECT EXPERIENCE

Courtin – Badminton Marketplace & Community Platform | Microservices Architecture

Full-Stack Developer & Business Analyst | Team of 2 | Aug 2026 – Present

github.com/t-anh1007/Badminton-Platform | courtin-web.vercel.app

- Benchmarked **2 competing platforms** across **18 feature areas**, finding no real-time court booking with payment and positioning Courtin to fill it.
- Refined a 61-use-case baseline into **40 signed-off functions** and **198 acceptance criteria**, adding a missed flow for unmatched bank transfers.
- Defined booking rules for edge cases: 10-minute slot hold → SePay deposit → confirm, with **100/50/0% refunds** by notice time.
- Logged **57 product decisions** with their rationale, keeping specs, developers, and Claude Code aligned across 3 phases.

CAB – Ride Booking System | Microservices Architecture

Phase 1 - Security Engineer | Team of 9 | Jan 2026 – Aug 2026

Phase 2 - Full-Stack Developer & Project Maintainer

github.com/t-anh1007/CAB-Ride-Booking-System

- Gathered login requirements for customers (OTP), drivers, and admins (MFA), modeling them into a **12-table** PostgreSQL schema.
- Audited the pricing flow and found quoted and booked fares could differ; proposed a time-limited price lock, later built into the system.
- Drafted a **17-flow UAT checklist** for customer, driver, and admin apps: OTP login → fare quote → booking → live tracking → payment → rating.
- Validated access requirements in **15 authorization scenarios**, blocking all **11 over-privileged attempts**.

SKILLS

Business Analysis: Requirements Elicitation, Requirements Analysis, Competitive Analysis, Use Cases, User Stories, Business Rules, Acceptance Criteria, Requirements Traceability

Modeling & Design: UML, BPMN, Business Flowcharts, draw.io, Figma

Process & Tools: SDLC, Agile/Scrum, UAT, Jira, Confluence, MS Word, Excel, PowerPoint, SQL

Languages: English (Working Proficiency in Listening & Reading; TOEIC ~450)