

Vo Van Tu Tai

Associate Business Analyst · Systems Analyst

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SUMMARY

Information Systems graduate (IUH) with a grounded analytical mindset, solid technical foundation, and dual competence across **IT Business Analysis & Project Coordination**. Hands-on experience across 6 months at **HomeNest Software** and practical logistics operational problem-solving at **J&T Express**. Strong aptitude in clarifying business requirements, modeling workflows with **BPMN 2.0**, designing data flows, and authoring detailed **PRD/SRS** and testable **User Stories (Given-When-Then)** for engineering teams. Practical exposure to Order Management Systems (OMS), reservation platforms, and digital payment integrations. Dedicated to delivering high-impact, engineering-ready product outcomes.

EDUCATION

Industrial University of Ho Chi Minh City (IUH)

Bachelor of Science in Information Systems · GPA: 3.26 / 4.0

Ho Chi Minh City, Vietnam
Sep 2022 – Present (Exp. 2026)

- **Supporting Technical Foundations:** Systems Analysis & Design, Database Systems, Software Engineering, Web Development, Data Structures & Algorithms, Service-Oriented Architecture.

WORK EXPERIENCE

HomeNest Software

Ho Chi Minh City, Vietnam

Associate Business Analyst (Promoted from Intern) · PM Assistant

Mar 2026 – Present

- **FTE Promotion & Sprint Velocity:** Promoted to official Associate BA following impactful internship contributions; partnered with PM in WBS breakdown and Jira Burndown tracking, tactfully balancing workload allocations to sustain velocity without engineer burnout.
- **Scope Negotiation & Conflict Resolution:** Acted as a diplomatic bridge between aggressive stakeholder demands and engineering constraints; negotiated viable technical workarounds to defend Scope Freeze baselines while maintaining high client trust.
- **Engineering Alignment & Edge Cases:** Translated business workflows into testable User Stories (Given-When-Then) with clear data dictionaries; proactively surfaced boundary exceptions early to eliminate cross-functional logic friction between Dev and QA.
- **UAT Facilitation & Release Handover:** Established Definition of Done (DoD) and facilitated client UAT sessions; tactfully triaged defect severity (Blocker vs. Deferred) to drive 2+ release cycles to on-time commercial delivery.

J&T Express

Ho Chi Minh City, Vietnam

Operations Process Coordinator (Full-time)

Sep 2025 – Feb 2026

- **Field Collaboration & Process Re-engineering:** Identified warehouse bottleneck patterns; tactfully engaged shift crews to adopt a closed-loop unidirectional sorting flow, cutting staging turnaround by 25% with full frontline team buy-in.
- **SOP Standardization & Dispute Prevention:** Authored standard operating procedures (SOP) categorizing anomalies (misroutes, delivery failures, RTOs); instituted clear yet fair operational boundaries to permanently eliminate shift-to-shift friction.
- **Data Reconciliation & Integrity Control:** Established daily cross-verification routines between physical manifests and system logs; diplomatically resolved driver status mismatches before shift close to protect supply chain data integrity.

SELECTED PROJECTS

Accommodation & Booking Management System [GitHub ↗]

Course Project

Role Permission Matrix (RBAC), Reservation Concurrency Control, VNPay API, Express.js, MySQL

Oct 2025 – Dec 2025

- **Reservation Concurrency Control:** Addressed simultaneous booking attempts on single inventory units by designing temporary reservation holds (Held/Pending with TTL timeout) prior to payment confirmation, preventing double-booking.
- **Flexible Cancellation Policy Modeling:** Modeled tiered cancellation timeframes that automatically release room availability back to the public calendar upon booking termination, helping hosts optimize occupancy.
- **Role-Based Access Control (RBAC):** Drafted a strict permission matrix separating Guests, Property Hosts, and Admins, ensuring operational privacy and independent host data management.
- **Payment Gateway Synchronization:** Specified asynchronous integration via **VNPay IPN Webhook** with cryptographic signature verification, ensuring order status updates remain reliable despite user browser drops.

Nexus Express — Logistics & Order Management System (OMS) [GitHub ↗]

Academic & Applied Case

BPMN 2.0 (Camunda), Relational Data Modeling (ERD), OpenAPI 3.0 Specs, PostgreSQL, NestJS,

Sep 2025 – Feb 2026

RabbitMQ

- **Parcel Lifecycle Modeling (BPMN 2.0):** Modeled transit checkpoint workflows using **Camunda BPMN 2.0**, enforcing state transitions based on verified physical scan events.
- **Cross-Service API Contracts:** Authored **OpenAPI 3.0** contracts for order generation and status syncing across services, incorporating idempotency keys to prevent duplicate event processing.

TECHNICAL SKILLS & LANGUAGES

BA & Analytical Skills: Requirement Clarification, PRD & SRS Authoring, User Stories (Given-When-Then), BPMN 2.0 Process Modeling, UAT Test Planning, Backlog Prioritization, Exception Flow Modeling.

Domain Exposure: Order Management & Logistics (OMS), Reservation & Booking Services (Inventory calendar, RBAC, cancellations), Digital Payment Integration (Payment flows, Webhook IPN).

Tools & Platforms: Notion, Jira, ClickUp, Camunda Modeler, Draw.io, Figma, Postman, Git, GitHub, Agile/Scrum.

Technical Foundations: Relational ERD Modeling (3NF), SQL Queries (MySQL, PostgreSQL), RESTful API Specs (OpenAPI 3.0), Service-Oriented Concepts.

Languages: English (Professional Working Proficiency), Vietnamese (Native).