PHAM MANH LONG

Business Analyst

Hanoi, Vietnam · (+84) 862 552 565 · longphammanh01@gmail.com
linkedin.com/in/long-p-5a2432245
phammanhlong.pages.dev



SUMMARY

Business Analyst with nearly 3 years of experience across GovTech, ERP and aviation projects. Skilled in requirement elicitation, process modeling (BPMN, UML, Use Case), BRD/SRS writing and UAT. Strong in AI-assisted business analysis: interactive prototyping, research, drafting and reviewing specifications, and building project-tracking tools, shortening the path from requirements to client-approved prototypes.

CORE SKILLS

- **Business Analysis:** Requirement Elicitation, Stakeholder Management, AS-IS/TO-BE, BRD, SRS/FSD, User Stories, Acceptance Criteria, Use Cases, UAT
- **Modeling:** BPMN, UML, Flowchart, ERD, Wireframe/Prototype
- **Delivery:** Agile/Scrum, Waterfall, Backlog Management, Change Request Management
- **Data & Integration:** SQL (SQL Server, Oracle), API Specification, XML/EDI
- **AI for BA:** Claude / Claude Code, ChatGPT, Gemini, NotebookLM — HTML prototyping, research, documentation, reporting automation
- **Tools:** Jira, Redmine, GitLab/GitHub, Figma, Axure, Visio, Draw.io, MS Office, Google Workspace

EXPERIENCE

Business Analyst — Vietnam National Data Application JSC (NADAT) Aug 2026 – Nov 2026

Project: National Data Orchestration Platform (NDOP) — client: Ministry of Public Security. BA team of 7.

- Analyzed requirements, reviewed SRS/Use Cases and performed business testing for data connection, sharing and orchestration modules.
- Owned the enterprise-partner stream (banks, payment providers): clarified integration requirements and API specs, tracked connection progress through acceptance.
- **AI prototyping:** used Claude Code to build near-production interactive HTML prototypes instead of static wireframes for demos and requirement sign-off; version-controlled on GitLab.
- **AI-assisted analysis:** used AI for domain research, drafting/reviewing specs and report consolidation.
- **AI-built tools:** built a progress-tracking web app for 80 agencies and enterprises: kanban, weekly reports, document lookup, automated consolidation of client chat channels.
- **AI-enabled BA workflow:** co-built the BA team's AI rules, templates and automated quality checks.

Business Analyst — Viettel Solutions Apr 2025 – May 2026

Led business analysis for central-government e-Government projects.

- **Legislative Information System — Office of the National Assembly** (7 months, Lead BA, team of 11)
  - Elicited requirements and finalized workflows for drafting, reviewing and enacting legislation.
  - Designed Figma prototypes on the National Assembly design system for leadership demos.
  - Planned, assigned and reviewed the work of 5 BAs.
- **National Single Window upgrade for C/O data exchange with Korea — General Department of Customs** (5 months, Main BA)
  - Studied VKFTA/AKFTA and XML/EDI message standards to define scope.
  - Designed database and workflows for sending, receiving, reconciling and acknowledging documents.
  - Wrote BRD and SRS for the secure integration.

Business Analyst — Aviation IT & Telecom JSC (AITS) Aug 2023 – Mar 2025

Managed projects and change requests for the in-house ERP ecosystem and aviation systems for Vietnam Airlines.

- Led requirement gathering; supported Presale with solution proposals and software estimation.
- Owned BRD, SRS, database design and user guides; performed business testing, defect tracking, UAT and end-user training.
- **Airport Tax Reporting (Oracle Forms) — Vietnam Airlines** (8 months, Main BA): standardized multi-source data consolidation, designed automated reconciliation and error alerts.
- **Digital Signature Integration for e-Office (Web & Mobile)** (6 months, Main BA): worked with the vendor on authentication flows, wrote API integration specs, ran UAT before go-live.
- Other projects: forest-fire management, asset management, HRM, e-learning, document exchange with VNA, shift-based timekeeping digitization.

EDUCATION

Bachelor of Management Information Systems — Thuongmai University 2019 – 2023

CERTIFICATIONS

- TOEIC 705
- Advanced Software Business Analysis — BAC
- IT Investment Cost Estimation
- Google Data Analytics
- Google UX Design
- Google Project Management