



# Van Thanh Minh Thu



## CAREER OBJECTIVE

Looking to apply a 10-year background in Software Engineering, Data Analysis, BrSE, BA, and Community Operation Specialist to drive operational efficiency and growth for the company. Having worked in Vietnam, Japan, and Thailand, I bring a practical combination of technical logic, team support experience, and multilingual skills (English, Japanese, Chinese). My goal is to utilize these hands-on experiences to help the company optimize team performance, ensure smooth project execution, and deliver the best experiences for global customers.



+66 80 610 1468



No. 6, Sathon 15 Yeak 1 Alley, Yan Nawa, Sathon, Bangkok 10120



vtminhthu211@gmail.com

## EDUCATION

### QUFU NORMAL UNIVERSITY - 曲阜师范大学

Major: Chinese Language Scholarship

04/2024 - 07/2024

- Completed a short-term Chinese Language Scholarship program

### HUTECH UNIVERSITY

Major: Information Technology

09/2010 - 07/2014

- **GPA:** 3.54/4.0
- **Degree classification:** Very Good
- Students with the highest GPA in courses 2010 - 2011, 2011 - 2012, 2012 - 2013

## LANGUAGES

- **English:** Effective working communication
- **Chinese:** Conversational
- **Japanese:** Communicative & Technical translation
- **Thai:** Basic phrases

## CERTIFICATION



## EXPERIENCE

### TDCX (THAILAND)

Community Operation Specialist - Vietnam Market

03/2025 - Now

- **Content Review:** Checked reported posts and videos, then decided to approve or delete them based on the platform's community rules
- **Accuracy & Speed:** Handled user reports and questions quickly and correctly to keep the platform safe
- **Data Privacy:** Carefully kept all user and company information private and secure
- **Policy Updates:** Self-studied new updates from trainers, Team Leaders, and QAs to apply the rules correctly to daily work

### MINDX TECHNOLOGY SCHOOL

Technology Education Consultant (Parallel Role)

08/2022 - 07/2024

- **Team Leadership Support:** Assisted the Team Leader in managing team activities; developed group strategies and work plans to improve the team's growth and performance
- **Data Management & Analytics:** Managed and tracked team performance data using Excel files to report to the manager
- **Consulting & Client Engagement:** Received customer contacts from social media platforms via called, chatted, or met directly to advise students on suitable tech courses based on their needs
- **Sales & Customer Care:** Persuaded students to join courses, handled contract signings, and kept in touch to support them during and after the course

## CANADA ILAC 3.4

04/2024

## JLPT N3

07/2018

## AWARD

Certification of participating in the National Math Olympic competition

2013

Certification of student 5 merit

2011 - 2012

- **Feedback & Weekly Reporting:** Made weekly result reports and attended team meetings to discuss customer feedback and improve service quality

## BLUE OCEAN (MEMBER OF ISMART EDUCATION GROUP)

Business Analyst / Client Solutions Specialist 03/2021 - 4/2024

- **Requirement Gathering & UI/UX Design:** Met with clients to gather, analyze, and clarify system requirements. Designed basic and advanced screen wireframes/mockups to present solutions and gain client approval
- **Client Support & Issue Resolution:** Received and responded to client issues via email and chat platforms; utilized remote desktop tools to directly support and resolve website/system issues for clients
- **UAT & Project Coordination:** Created User Acceptance Testing (UAT) plans and prepared necessary materials/facilities for alignment meetings between clients, Project Managers (PMs), and the development team
- **CRM & System Improvement:** Managed and analyzed large volumes of client data within the CRM system to identify operational gaps and suggest strategic improvements for the overall system

## INNOCHEE (ASTO SYSTEM GROUP)

Bridge Software Engineer (BrSE) & Team Leader

04/2017 - 02/2020


 **BrSE & Team Leader at Innochee (Vietnam)**  
(08/2018 - 02/2020)

- **Client Communication (BrSE):** Discussed project requirements directly with Japanese managers and clients; handled daily updates and built trust via chat platforms
- **Team & Project Management (TL):** Managed tasks, team members, and project schedules to ensure timely delivery; overseen client data management on the CRM system
- **Web Development & Analysis (PHP):** Directly participated in web development projects using PHP; gained hands-on experience in website programming and system analysis
- **Translation & Technical Support:** Translated technical specifications, authored project documentation, and supported Vietnamese developers in resolving technical blockers

 **Onsite BrSE Internship at ASTO System (Japan)**  
(08/2017 - 07/2018)

- **Language & Cultural Training:** Completed intensive Japanese language and business culture training at the AOTS center
- **Bridge & Analyst Training:** Trained on problem-solving techniques, Business Analysis (BA) workflows, and technical coordination at the parent company

- **Cross-border Coordination:** Analyzed problems, mapped out processes for new tasks, and coordinated work between the Japan headquarters and the Vietnam development team

 **Note:** Completed a 1-year Onsite BrSE Internship at the parent company ASTO System in Japan (08/2017 - 07/2018), focusing on AOTS language training and cross-border project coordination

#### **PHP Developer (TRAINEE / PRE-ONSITE)**

(04/2017 - 07/2017)

- Learned PHP development and adapted quickly to the project's technical stack to prepare for the onsite role
- Communicated directly with the Japanese Project Manager (PM) to clarify project requirements and workflow
- Prepared necessary documentation before relocating to Japan

### ● **BRAINCHILD CO., LTD**

Data Analyst

07/2014 - 03/2017

- 
- **Database & Reporting:** Managed big data according to project requirements. Analyzed, edited, and connected databases to create reports using the SSRS BI tool for managers and clients
  - **BI Tool Research & Documentation:** Researched features of various BI tools (including Tableau, Pentaho, Qlik View, and Qlik Sense) and wrote clear user/technical guide documentation
  - **Project Participation:** Received and clarified requests from managers and clients; directly participated in internal projects and the client's Cognos Project
  - **Translation:** Translated technical documents and project requirements between Japanese and Vietnamese to support the team



## SKILL

### ● **Professional Expertise:**

Business Analysis (BA), Requirement Gathering, UI/UX Wireframing (Screen Design), User Acceptance Testing (UAT), Customer Relations, Content Moderation & Policy Enforcement

### **Technical & Software Tools:**

PHP, SQL, SSRS, Excel (Data tracking), CRM Systems, BI Tools (Tableau, Pentaho, Qlik View, Qlik Sense), Remote Support Tools

### **Management & Problem-Solving:**

Team Management, Project Support, Schedule Tracking, and Problem Solving