

Huynh Gia Man Vu (Hugh)

Business Analyst | ICT Business Analyst | Junior Business Analyst | Systems Analyst

Melbourne, Victoria 3000 | huynhgiamanv@gmail.com

[LinkedIn](#) | [Live Portfolio](#) | [GitHub & Methodology](#)

Professional Summary

Business Analyst and ICT Business Analyst with experience gathering reporting requirements, working with stakeholders, mapping business needs into practical reporting and system outcomes, and supporting process improvement across sales, finance, product and cloud-service environments. Skilled in Power BI, SQL, Excel, Microsoft 365, documentation, UAT support, user stories, acceptance criteria and cross-functional communication. ACS positively assessed as an ICT Business Analyst and Microsoft certified in Power BI data analysis.

Key Skills & Competencies

Business Analysis: Requirements gathering, stakeholder engagement, business process mapping, process improvement, change analysis, UAT, user stories, acceptance criteria, BRD, FRD and documentation

Stakeholder & Delivery: Workshops, meetings, translating technical terms, dashboard requirements, KPI reporting, executive reporting, user guides, training and cross-functional collaboration

Systems & Reporting: Power BI, SQL, Excel, Power Query, Microsoft 365, CRM, ERP, REST APIs, databases, Power Automate and reporting automation

Support & Tools: Jira, Confluence, HaloPSA, Atera, system support, application support, customer service and issue escalation

Professional Experience

Cloud Operations Analyst Leader Computer Pty Ltd

June 2024 - Present

- Gathered reporting and dashboard requirements from finance, product, sales and management stakeholders, then translated business needs into Power BI dashboards and KPI reporting.
- Built Power BI dashboards after gathering reporting requirements from finance, product, sales and management stakeholders, improving visibility of sales, product and operational KPIs.
- Developed user stories and CRM workflow improvements using Power Automate to support clearer business processes and system outcomes.
- Facilitated dashboard workshops for account managers, helping users understand reporting outputs and apply insights to sales activity.
- Collaborated with an external development team using Confluence to communicate platform issues, requirements and updates.
- Analysed invoice discrepancies between vendor and customer invoices, supporting accurate accounting and financial reporting with minimal discrepancy.
- Supported Microsoft 365, HaloPSA, Atera and business applications, combining systems knowledge with business-user support.
- Automated manual reporting workflows, reducing report preparation from days to under 30 seconds while improving access to management information.
- Produced executive and operational KPI reporting to support sales, product, financial and operational decision-making.

Industry Project

South Australian Housing Pressure & Supply Dashboard

[Live Dashboard](#) | [GitHub & Methodology](#)

- Built a reproducible decision-support dashboard comparing rental-cost pressure, population growth and approved housing supply across South Australian local areas.
- Integrated and documented data from the SA Housing Trust and Australian Bureau of Statistics.
- Defined a transparent weighted index and screening rules, with assumptions, limitations and data definitions documented for users.
- Added automated data-quality checks covering source contracts, missing records, duplicate keys and invalid outputs.
- Presented ranked results and comparison views while clearly distinguishing evidence, proxies and limitations.

Achievements

- Positively assessed by the Australian Computer Society as an ICT Business Analyst.
- Built multiple business dashboards for executive, sales, product and operational reporting.
- Automated reporting from days to under 30 seconds.
- Created analytics portfolio projects with documented methodology and user-facing dashboards.

Education

Bachelor's Degree - Information and Communication Technology

Swinburne University

Certifications

- Microsoft Certified: PL-300 Power BI Data Analyst
- ACS Positive Skills Assessment - ICT Business Analyst

References

Available upon request.