

Huynh Gia Man Vu (Hugh)

Business Analyst | Reporting & Process Improvement

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Professional Summary

Business analysis professional with experience translating finance, sales, product and management needs into reporting and workflow improvements. Independently delivered automated reporting and reconciliation in a cloud distribution business. Combines requirements gathering, user stories, stakeholder workshops and developer collaboration with practical knowledge of subscription billing and reseller purchasing processes.

Professional Experience

Cloud Operations Analyst

June 2024 - Present

Leader Computer Pty Ltd

Cloud distribution division serving IT resellers and managed service providers with Microsoft and multi-vendor cloud subscriptions.

- Gathered requirements from finance, product, sales and management stakeholders and translated them into dashboards, reporting workflows and account-level insights.
- Replaced days of manual Excel consolidation and individual report distribution with shared Power BI reporting and automated monthly delivery through Power Automate.
- Integrated manager-maintained sales targets with SQL Server sales data, giving account managers a shared view of performance against targets through SharePoint dashboard pages.
- Replaced invoice-by-invoice reconciliation with Python PDF extraction and SQL billing comparisons; created vendor-specific templates for one-click checks in under 30 seconds, flagging underbilling and overbilling.
- Adapted vendor product configurations to the reseller purchasing portal, including catalogue items billed through the portal and fulfilled manually by support through vendor systems.
- Developed user stories and CRM workflow improvements using Power Automate, and collaborated with an external development team through Confluence on platform issues and updates.
- Built account and product drill-through reporting used by sales to identify Microsoft 365 subscription upgrade opportunities during a Copilot promotion.
- Delivered dashboard workshops for account managers; historical reporting also informed management's next-month sales targets.
- Configured state-based reporting access through Power BI row-level security and maintained marketplace pricing and policy updates as vendor requirements changed.

Industry Project

South Australian Housing Pressure & Supply Dashboard

Personal portfolio project

[Live Dashboard](#) | github.com/Hughvu/sa-housing-project

- Developed a decision-support dashboard comparing rental-cost pressure, population growth and approved housing supply across South Australian local government areas.
- Integrated SA Housing Trust and Australian Bureau of Statistics data, documenting definitions, assumptions and limitations for interpretation.
- Defined a transparent weighted index and screening rules to support comparisons without presenting the results as a forecast or policy recommendation.
- Created comparison views and automated data-quality checks for missing records, duplicate keys and invalid outputs, with source code and methodology available for review.

Key Skills & Competencies

Business Analysis: Requirements gathering, stakeholder engagement, user stories, process improvement, business process mapping and documentation

Stakeholder & Delivery: Dashboard requirements, workshops, user guides, training, developer collaboration and Confluence

Business Processes: Subscription billing, invoice reconciliation, reseller purchasing workflows, vendor onboarding and product configuration

Systems & Reporting: Power BI, SQL Server, Excel, Power Query, Power Automate, SharePoint, REST APIs, CRM and reporting access controls

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 (skills assessment)

References

Available upon request.