

TIEN DANG (TIMBER)

PRODUCT ANALYST

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PROFESSIONAL EXPERIENCE

Product Analyst - [IELTS HERE](#)

Aug 2025 - Present

- Designed and launched an automated essay submission and feedback platform using Gemini API, cutting evaluation turnaround from 48 hours to under 30 seconds and raising how often students stay active on the platform.
- Implemented gamification mechanics (daily study streaks, achievement badges, and level progression) so more students kept a 30-day practice habit.
- Configured and administered Learning Management System (LMS) modules, centralizing digital curriculum delivery, automated mock exam grading, and progress dashboards for 500+ active learners.
- Redesigned academic support and assignment review workflows, establishing standardized SOPs for teaching assistants to cut grading turnaround and student inquiry response times.

Technical Business Analyst - [Cloak Solutions](#)

Aug 2025 - Nov 2025

- Defined technical requirements and project scope for an IoT hospital security platform, coordinating milestones across a 7-person engineering team.
- Led weekly client meetings with Cloak Solutions to gather feedback, clarify requirements, and secure formal project plan sign-offs.
- Analyzed network telemetry datasets to define input features and baseline rules for identifying suspicious medical device activity.
- Established alert thresholds and triage rules to filter out false alarms before escalating security warnings to clinical staff.

Product Support Analyst - [Shopee Express](#)

Jun 2022 - Jun 2023

- Provided API integration support for 30+ 3PL vendors, troubleshooting data payloads to ensure seamless overflow parcel routing.
- Managed system triage across 100+ logistics hubs, enforcing SLAs of < 24-hour initial response and 48-hour resolution for low-severity incidents to accelerate developer hotfix cycles.
- Assisted with new system rollouts by analyzing operational workflows and managing enhancement requests, communicating progress across teams to hit milestone deliverables within standard quarterly release pipelines.
- Executed User Acceptance Testing (UAT) for system rollouts, validating feature requirements against business logic to prevent production bugs.
- Developed functional user documentation and onboarding decks for supported systems, reducing catch-up time and training overhead for new team members.

Product Specialist - [Worldkids International Preschool System](#)

Sep 2020 - Sep 2021

- Mapped digital user journeys to transform bilingual curriculum workflows into interactive e-learning modules across 6 campuses, establishing COVID-19 lockdown SOPs.
- Authored Business Requirement Documents (BRDs) and user stories, translating curriculum standards into functional specifications for development teams.
- Coordinated cross-functional release schedules across academic and technical teams, delivering digital learning modules within planned sprint timelines.
- Delivered SOP training for 100+ teachers across the school system, guiding educators through digital workflows to accelerate platform adoption.
- Redesigned administrative distribution workflows, eliminating manual data entry bottlenecks and standardizing operational processes across campuses.

PRODUCT & PROJECTS

- Card Payment Reconciliation and Settlement Redesign | [\[View\]](#)

2024

- Designed an AI anomaly-assisted bank-to-books card settlement workflow so clearing moved from up to 5 business days to the same day, with staff only on unclear cases and double charges removed.
- Hospital Equipment Alert Triage Redesign | [\[View\]](#)

2025

- Designed AI-assisted read-only alert triage for hospital equipment so review moved from a 48-hour backlog to under 60 seconds, without auto-disconnecting devices.
- Language Academic Essay Evaluation Redesign | [\[View\]](#)

2025

- Designed an AI-assisted essay evaluation workflow so feedback moved from 24–48 hours to under 30 seconds on the clear path, with teachers only on unclear cases.
- Job Sourcing and Application Workflow Redesign | [\[View\]](#)

2025

- Built an AI-assisted collect-extract-draft job workflow with Gemini so daily search moved from about 2 hours to under 5 minutes.
- Lifeline Offline Emergency Communication Redesign | [\[View\]](#)

2025

- Designed an offline SOS mesh with automated triage so alerts still reach rescue teams when cell service is down, without exposing private addresses on public maps.

EDUCATION

- Master of Information Technology (Information Systems)

2023 - 2025

Swinburne University of Technology, Melbourne, VIC
- Master of Applied Linguistics

2020 - 2022

Benedictine University (USA), Vietnam Cohort

CERTIFICATIONS

- [Snowflake SnowPro Associate](#) (Credential ID: S127225-260103-SOL)
- Issued Jan 2026 - Exp Jan 2028

SKILLS

- Process Modeling & AI Orchestration:** BPMN 2.0 (Camunda Modeler), AS-IS / TO-BE Gap Analysis, DMN Decision Tables, LLM Workflow Orchestration.
- AI & Automation Workflows:** Human-in-the-loop Exception Design, Confidence-based Routing, Fuzzy Matching / Anomaly Detection, Automated Triage Rule Design, Generative AI Content Automation, Resilient Offline Workflow Design.
- Requirements Engineering:** Business Requirements Documents (BRD), System Requirements Specifications (SRS), User Stories, Acceptance Criteria.
- User-Centred Design:** User Journey Mapping, Persona Definition, Wireframe Scoping.
- Testing & Governance:** User Acceptance Testing (UAT), Test Case Execution, Audit Trail Design, PII / Sensitive Data Handling, Jira, Confluence.
- Data Querying & Analysis:** SQL, Snowflake, Excel, System Integration.
- Analytics & Reporting:** Power BI.

REFERENCES

Khoa Le (Kevin) - Academic Manager, [IELTS HERE](#)
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