TRANG TRINH

DIGITAL TRANSFORMATION | AI WORKFLOW AUTOMATION | BUSINESS & PROJECT DELIVERY

Kuala Lumpur, Malaysia | +60 10-366 9104 | trinhnguyentrang93@gmail.com

PROFESSIONAL PROFILE

Transformation-focused professional with 8+ years of experience in analytics, process improvement and automation across Southeast Asia. Experienced in cross-functional delivery and managing AI-agent workflows for system development and maintenance.

CORE CAPABILITIES

Digital & business transformation | AI-agent workflow orchestration & governance | Business analysis | Process redesign | Project coordination | Stakeholder engagement | Quality assurance & adoption

Claude | SQL | Python | Power BI | Tableau | AWS Redshift | Splunk | UiPath | Power Apps | Excel

PROFESSIONAL EXPERIENCE & PROJECTS

AI Workflow & Automation Project | Family Business **August 2025 – Present**

- Designed and supervised AI-agent-assisted development and maintenance workflows, covering task planning, code review, testing, troubleshooting and documentation.
- Established human review checkpoints and output verification practices to improve reliability and maintain consistency across ongoing development work.
- Project portfolio via: trangtrinh.fyi

Business Intelligence Expert | Home Credit Vietnam **Sep 2023 – May 2025**

- Coordinated a five-person analyst team, prioritizing reporting requirements and delivering decision-support solutions for cross-functional stakeholders.
- Implemented AI-enabled automation and process improvements for reporting and quality-control workflows, reducing manual effort by approximately 30%.
- Redesigned regulatory reporting workflows to improve controls and consistency, shortening the reporting cycle by approximately 55%.
- Supported change adoption by training more than 30 users and embedding new reporting practices, achieving approximately 95% dashboard adoption.

Regional Senior Data Analyst | DHL eCommerce Southeast Asia **Sep 2019 – Jun 2023**

- Partnered with business and technical teams on a regional reporting migration from Splunk to AWS Redshift across three Southeast Asian markets.
- Identified repeatable operational tasks and automated 20+ reports and workflows with Python and UiPath, saving over 1,200 working hours annually.
- Gathered stakeholder requirements, coordinated cross-market delivery and helped transition teams to improved reporting processes.

Business Development Executive | Shopee Vietnam **Sep 2018 – Aug 2019**

- Analyzed commercial performance and supported execution of growth initiatives, contributing to approximately 15% growth in gross merchandise value (GMV).

Demand Analyst | Nestlé Vietnam **Sep 2017 – Sep 2018**

- Improved demand-planning analysis and forecasting processes, increasing forecast accuracy from approximately 70% to 85%.

EDUCATION

Bachelor of Business Administration | FPT University, Vietnam

Microsoft Certified: Power BI Data Analyst Associate

PROFESSIONAL DEVELOPMENT

Project Management Professional (PMP)® Exam Preparation — In Progress | Target certification: Mar 2027

LANGUAGES & WORK AUTHORIZATION

Languages: Vietnamese (native), English (fluent), Chinese (basic) | Based in Malaysia on a spouse-dependent visa; no employment sponsorship required.