Ngo Tien Dat

Business Analyst / Implementation Consultant · B2B SaaS, Logistics & Supply Chain

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ACHIEVEMENTS

Best Project of the Year 2024
TTC AgriS, as Integration Lead

Top Employee of the Year 2025
Company-wide award

TOBE-Writer AI skill author
In use in the implementation department

SKILLS

Business analysis

To-Be Blueprint · BRD / FSD · User Stories · Use Cases · Fit/Gap · Process Mapping

Implementation & PM

Scope / Timeline / Risk · SIT / UAT · Go-Live · Hypercare · Change Request · Change Management

Integration

API Design · Data Mapping · Multi-system Data Flow · Error Handling & Retry · Postman · SQL

Domain

WMS · TMS · Import/Export (FCL) · ePOD / E-Sign · ASRS · E-commerce Fulfillment

Tools

Jira · Confluence · Figma · Balsamiq · Draw.io · Excel

SOFT SKILLS

Stakeholder Management · Mentoring · Cross-functional Communication · Problem Solving · Critical Thinking

EDUCATION

Ton Duc Thang University
Bachelor of Software Engineering
Sep 2019 — Sep 2023 · GPA 3.2/4.0 · Graduated with Distinction

University Scholarship · Student of 5 Merits (2020–2021)

PROFESSIONAL SUMMARY

3+ years of experience in business analysis and deployment of transport (TMS) and warehouse (WMS) management software for enterprises (B2B SaaS) in Logistics & Supply Chain. Delivers both sides end to end: designing warehouse and transport operations with key users, configuration, training and go-live, plus integration with clients' ERP and other systems (SAP, Oracle ERP, Infor M3, Bravo, DMS, POS, Daifuku WCS). Delivered projects for Mondelez, TTC AgriS, Saint-Gobain, Unis Group, FRT and Igarashi Vietnam as Implementation Consultant, BA, Integration Lead and PM/PMO. Seeking a Business Analyst or Implementation Consultant role.

PROFESSIONAL EXPERIENCE

Senior Implementation Consultant

Jun 2024 — Present

Smartlog Logistics Solution Corporation — Ho Chi Minh City

Smartlog products: **STM** (Smartlog Transport Management), **SWM** (Smartlog Warehouse Management), **SGTM** (Smartlog Global Transport Management).

- **End-to-end deployment:** AS-IS survey, fit/gap, To-Be design, SIT (System Integration Testing), UAT (User Acceptance Testing), training, go-live, hypercare and acceptance.
- **Operations design:** worked with key users on warehouse and transport processes (inbound, outbound, inventory, dispatching, carrier tendering, ePOD – electronic proof of delivery) and turned them into configuration, master data, user guides and training.
- **Requirements analysis:** turned client needs into To-Be documents and 260+ Jira requests; aligned solutions with BA/Dev, tracked progress and tested features before client UAT.
- **Integration Lead:** designed integration flows, APIs, data mapping, error codes and auto-retry between Smartlog software and client systems; ran SIT with client IT and third parties; trained the implementation team on integration.
- **Project management:** tracked timeline, milestones, issue log, risks, change requests and weekly reports to clients and management; interviewed implementation candidates.

KEY PROJECTS

Mondelez Kinh Do (MDLZ)

Jun 2024 — Present

PMO · Project Manager · Integration Lead

Client: multinational confectionery group · **Solutions:** STM, SWM, mobile apps · **Integrations:** SAP, SAP TMS (Smartlink), DMS (Distributor Management System), Power BI

A strategic account with consecutive and parallel projects digitizing warehouse, transport and distributor delivery operations.

- **PMO** (2025 — present): Smartlog's main contact with Mondelez for the projects in progress (Control Tower, Dock Management, WH Prediction, WH Replenishment, 3D Loading); coordinated sub-PMs and BA/Dev teams and reported progress and risks to the client.
- **Project Manager of the STM expansion CRs** (2026): owned the full cycle from solution design and request booking to SIT, UAT, go-live and acceptance: late departure/delivery alerts, geofencing arrival/departure, carrier waiting yard, SAP TMS trip integration with auto-tendering; now leading 2 new CRs.
- **STM operations & dashboards** (2024 — 2026): improved dispatching, tendering and trip monitoring with key users; rolled out the customer and driver apps; built 30+ KPI charts (OTIF, truck utilization, dock, GPS).
- **Integration Lead** for SWM/STM ↔ DMS (live) and built the internal SWM ↔ STM integration flows.

TTC AgriS

Jun 2024 — 2026

Integration Lead · Best Project of the Year 2024

Client: agribusiness & sugar group · **Solutions:** STM, SWM · **Integrations:** Oracle ERP, CRM, DigiFactory (MES), Scale (weighbridge)

- Designed the full integration landscape: SWM ↔ STM and with Oracle ERP, DigiFactory, CRM and Scale (30+ integration flows); built auto-retry for failed integration logs and a workflow alerting users via Slack/email.
- Delivered warehouse billing on SWM (handling fees, storage charges, rental acreage, debit notes) and billing integration from SWM and STM to Oracle; led reconciliation with the client and handover to support.

KEY PROJECTS (CONTINUED)

Saint-Gobain Vietnam — Integration Lead — 2026

Client: multinational building materials group (Vinh Tuong) · **Solutions:** SGTM, STM, SWM · **Integrations:** Infor M3 (ERP)

Two separate workstreams: go-live of SGTM (a newly built import/export management system) and an e-signature solution for drivers.

- **SGTM:** wrote the integration To-Be, tested and managed the UAT issue log, trained users on end-to-end flows, verified master data and set up production; piloted at 3 warehouses, then went live. Designed STM ↔ SGTM ↔ Infor M3 flows for FCL import/export orders (container/seal, truck departure status, quotations), blocking departures with missing data.
- **E-Sign / ePOD** (live, extended to the North): the warehouse approves and signs documents in SWM, signed files go to STM by API per trip and the driver signs in the app; trucks cannot leave until signing is complete.

Igarashi Vietnam (IGV) — Implementation Consultant (SWM) · Integration — Oct 2026 — Present

Client: Japanese manufacturer · **Solution:** SWM · **Integrations:** Daifuku WCS (Warehouse Control System) for ASRS (automated storage) and MRS (mobile racks)

A Japanese manufacturer launching cold-storage leasing in Vietnam; SWM connected to Daifuku ASRS automated racking.

- Joined the survey and fit/gap analysis; building the To-Be operation with key users: inbound, put-away, inventory, movement, cycle counting, VAS and lot numbering.
- Responsible for SWM ↔ Daifuku WCS integration: built the mapping file and question checklist and clarified the flows with Daifuku.

FRT — Integration Lead — Jun 2026 — Present

Client: retail chain · **Solution:** SWM (web, mobile & Windows app) · **Integrations:** POS, RSA (FRT's online order system)

SWM for an e-commerce warehouse shipping online orders directly to consumers (D2C); live in production.

- Designed mapping and SWM ↔ POS, SWM ↔ RSA flows: sales/return orders, cancellations, IMEI per item, sorting and carrier status, printer selection and D2C document reprint; wrote the printer-API To-Be, ran full-flow SIT and client UAT.
- Built a production monitor that checks integration errors every 5 minutes and alerts the team on Slack.

Unis Group — Implementation (STM) · Integration Lead — Aug 2025 — Mar 2026

Client: building materials distributor · **Solutions:** STM, SWM · **Integrations:** SOM/POMS (order management), Bravo (ERP)

- Rolled out STM for Unis transport: designed dispatching, delivery, returns and approval processes; configured the OMS connection and master data; supported client UAT.
- Built 30+ integration flows across orders, transport and warehouse: master data, sales, transfers, purchase trips, Masterpick/ASN to SWM, actual shipped/received quantities, delivery status with document photos, cancellations/returns, approval requests, freight-rate checks and Bravo price lists via webhook; ran full-flow SIT and UAT through to go-live.

Other projects: AB InBev — Intransit Flow (live): DO number and SO-release integration from SWM to STM, carrier notification workflow, blocking trip start before release. **KIDO** (via FM Logistics, train-the-trainer model) — cloned the standard APIs, mapped and tested SAP ↔ SWM phase 2 flows (reservation, transfer order). **Standardized Integration** — built SWM/STM's standard API set (master data, goods receipt/issue, inbound report, dock scheduling, OTIF, returns) for reuse across projects.

AI & PROCESS INNOVATION

- **TOBE-Writer:** built a Claude skill that writes To-Be documents on the company template from survey notes, API specs and meeting minutes, cutting drafting time from 5–6 days to 1–2 hours. After the pilot, management approved it for the implementation department to save project man-days; ran the training and collected feedback to improve it.
- **AI in daily work:** built personal tools with Claude Code for integration-error monitoring, project tracking, and standup/weekly-report drafts from Slack, Jira and email.

Business Analyst — Apr 2023 — Feb 2024

In Do Trans Logistics Corporation (ITL) — Ho Chi Minh City

- Business Analyst for **BMS** (Barge Management System): a system for managing barge fleets and inland waterway schedules, with a web app for dispatchers and a mobile app for crew members.
- Gathered and analyzed requirements from cross-functional stakeholders (dispatch, sales, accounting, crew) to define scope and fit real operations.
- Designed wireframes in Figma/Balsamiq and wrote documents (FSD, user stories, user guides) for pricing, order management, barge dispatching and the mobile app; kept centralized documentation as the single source of truth for Dev and QA.
- Executed UAT test cases, tracked defects and worked with developers to ensure timely fixes and delivery quality.
- Delivered training and onboarding for operations teams and resolved post-deployment issues for smooth adoption.