

NGUYEN THI YEN NHI

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SUMMARY

Passionate IT student with a product mindset, experienced in identifying user needs, translating ideas into product requirements, and collaborating with teammates to deliver software projects.

Led mobile app development end-to-end: from **user research and Figma wireframing** to sprint coordination and real-device validation, across a 4-member academic team.

Completed **Google Project Management Professional Certificate**; applied Agile task decomposition and sprint tracking in academic projects.

Uses AI tools such as ChatGPT, Claude, Cursor, and Whimsical to support brainstorming, documentation, and UI prototyping in team-based academic projects.

SKILLS & TOOLS

Product & Design: Figma (wireframing, user flow), Whimsical, User Research, Requirement Analysis, User Story Writing

Project Management: Agile/Scrum, Sprint Planning, Task Decomposition, Stakeholder Communication

Technical Literacy: Flutter/Dart, .NET MVC (C#), Python, Firebase, SQL Server, Git/GitHub, REST APIs

AI & Data: Prompt Engineering, AI Workflow Design, SQL (data queries), ChatGPT, Claude, Cursor

Soft Skills: Team Leadership, Critical Thinking, Structured Communication, Problem-Solving

PROJECTS

Smart Medical Booking App – Team Leader & Core Developer

Feb 2026 – Present

Problem: Healthcare scheduling in Vietnam lacks real-time conflict prevention and is inaccessible to elderly and non-tech users — causing double-bookings, appointment confusion, and low self-service adoption among at-risk demographics.

Key Contributions:

- Conducted **user surveys and Figma wireframing** to identify friction in the booking flow; surfaced voice interaction as a critical accessibility need for elderly users — drove the decision to build a **voice-assisted booking feature**.
- Defined **3 user personas** (Patient, Doctor, Admin) with distinct workflows, translating them into RBAC requirements enforced via Firebase Authentication.
- Designed Firestore collections and implemented booking validation logic using **Firestore Transactions** to reduce double-booking issues in real-time scheduling flows.
- Led a **4-member team**: decomposed features into sprint tasks, tracked delivery milestones, and aligned technical output with product requirements.
- Designed **100+ manual test scenarios** to validate core booking flows; deployed and tested on real mobile devices to surface environment-specific defects beyond emulator coverage.
- Integrated **Google Maps API** for location-based clinic discovery to reduce drop-off at the selection step.

Key Tech: Flutter, Dart, Firebase (Firestore, Auth, Cloud Functions), Google Maps API, Figma

E-Commerce Shoe Shop System – Team Leader & Core Developer

Dec 2025

Problem: Manual inventory tracking caused stockout errors and delayed order responses; no self-service support channel existed, creating unnecessary friction for customers.

Key Contributions:

- Led a **3-member team**; translated business requirements into technical specifications using **MVC architecture** to separate concerns and reduce integration friction.
- Identified inventory inconsistency as the core operational pain point → automated stock updates via **SQL Triggers and Stored Procedures**, enforcing ACID properties and eliminating manual tracking errors.
- Reduced customer support load by integrating a lightweight **AI chatbot** to handle common inquiries at scale.
- Improved perceived UX responsiveness by applying **AJAX** to eliminate disruptive full-page reloads.

Key Tech: ASP.NET MVC, C#, SQL Server, JavaScript

English Vocabulary Learning App

Jun 2025

Built a desktop vocabulary tool to solve data-loss and content-staleness issues in manual flashcard methods — achieving a perfect evaluation score.

- Designed **5+ UI screens** with Tkinter focused on intuitive, low-friction interaction for learners.
- Integrated **external REST APIs** for real-time definitions and examples, eliminating static data dependencies.
- Managed **500+ vocabulary entries** with full CRUD and a robust file-handling mechanism to prevent data loss.
- Delivered a fully packaged executable; received a **9.5/10 evaluation score**.

Key Tech: Python, Tkinter, JSON, REST API

If you are interested in the project aspect, please visit my GitHub at github.com/nhiney or my portfolio website at startup.id.vn for a more comprehensive overview.

EDUCATION

Ho Chi Minh City University of Industry and Trade

Ho Chi Minh City, Vietnam

Bachelor of Information Technology | GPA: 3.34 / 4.0

Expected: 2027

- Consistently appointed as **team lead** in academic projects; coordinated cross-functional delivery across design, development, and QA phases.

CERTIFICATIONS & HONORS

Google Professional Certificates

Apr – May 2026

Coursera

- **Project Management:** *Certificate* | Agile methodologies, project lifecycle, stakeholder management, team collaboration.
- **Google UX Design:** *Certificate* | User research, wireframing, prototyping, usability testing, Figma, and end-to-end UX design process.
- **AI Professional:** *Certificate* | Applied AI tools and prompt engineering to accelerate workflows across multiple academic assignments.
- **AI Essentials:** *Certificate* | Prompt engineering, AI tools in professional workflows, responsible AI usage.
- **IT Automation with Python:** *Certificate* | Python scripting, Git, system administration, cloud technologies.

Scientific Research Competition

Mar 2026

Ho Chi Minh City University of Industry and Trade

- Co-authored a research project on building an AI-integrated social network for students; conceptualized the system architecture and designed core user interactions to enhance student engagement.