

Nghia Nguyen Trung (Nick)

Product Manager

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Product Manager with 3 years of experience of leading cross-functional teams in the design, development, documentation, and delivery of process innovations driving the attainment of business goals. Prior to that, I had more than 4 years working at Business Analyst role. Also, at started, I had opportunity to work as a developer which helps me shaping my technical mindset and enables me to work effectively with developers. Seeking opportunities to join the Digital Transformation by taking advantage of the latest tools and techniques. Having experience working with Web, API, Mobile (Android & iOS)

Education

Graduation

2011-2016 BE degree in Electronics & Telecommunication

Posts and Telecommunication Institute of Technology

Certification

Year	Certification
2015	CCNA
2014	MCSA
2018	TOEIC 920
2021	Professional Scrum Master (level 1)
2024	Machine Learning Foundation for Product Manager

2024	Managing Machine Learning Projects
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Research & Training

Year	Training Course
2019	AWS Business Essentials Day
2019	Data Analysis with Pandas and Python
2021	Foundations of User Experience (UX) Design - Google
2021	Business Analyst and Process Management

Languages

English

Advanced

Key Achievement

Year	Company/Organization	Achievement
2023	Pizza Hut Digital and Technology	Loyalty Program for Pizza Hut Japan which is now having ~5M users
2022	Pizza Hut Digital and Technology	Pizza Hut India. 2+M downloads and ~10,000 daily users.
2021	Pizza Hut Digital and Technology	Pizza Hut mobile app for NZ, PH, BR, MY, KW which have total 500k+ downloads and ~15,000 daily users
2021	Getz Group	Revenue Growth 20% in 2020-2021 Period. Switching from Dine-in to Delivery model for S&M business during COVID

Core Qualification

- Perform analyses using digital tools to highlight weaknesses and make recommendations for improvement product.
- Define and create the product strategy and roadmap.
- Create and maintain the product backlog, ensuring it is properly refined and prioritized.
- Managing the product development process from ideation to launch, ensuring that products are delivered on time, within budget, and to specification.
- Communicating product updates and changes to internal and external stakeholders.
- Work with various aspects of technology solutions: User Interface, API, Database, System Integration.
- Proficient with design software tools such as Figma, Adobe XD
- Gather, analyze, and translate business needs into documents such as business cases, business models, project scope, project description, functional specifications, user cases, epic, user stories/PBI...
- Own ongoing support and maintenance issues to ensure services are demonstrating continuous improvement and continuing to meet customer needs.
- Seek new innovative ideas and technology to include in the project delivery and socialize effectively with stakeholders.
- Have knowledge in F&B, E-commerce, Insurance Services, Banking, PPM.
- Experience with both Waterfall and Agile methodology.
- Experienced with multi-cultural working environment and working with global team.

Hands-on Technical Skills

Core Languages: COBOL, Python

Database: MySQL, Postgres

Tools: Jira, Git, Postman, Microsoft Visio, DrawIO, Visio, Balsamiq, Dbeaver, Jira and Confluence

Design tools: Figma, Adobe XD

Data insight tools: GA, FullStory, Contentsquare

CRM: Braze, Emarsys, Branch.io, AppsFlyer

Methodologies: Agile, Waterfall

System: IBM-AS400

OSs: Windows, iOS, MacOS, Android

Working Experience

Product Manager – Pizza Hut Digital & Technology, Ho Chi Minh (April 2022 - Present)

Product Manager of GMS platform which is used for APAC market. The GMS platform will include the Online Ordering page/app and the e-commerce tools which is being used to manage the operating.

Key Achievements:

- Successfully launching the new Pizza Hut app for India. 2+M downloads and ~10,000 daily users.
- Launch the new mobile app for NZ, PH, BR, MY, KW which have total 500k+ downloads and ~15,000 daily users
- Launching Loyalty Program for Pizza Hut Japan which is now having ~5M users.
- Sale revenue of online transaction of my managed markets has increased. Result comparing between 2023 and 2022: NZ 10%, JP 2%, Philippines (16%), BR (6%)
- Launch the new website for NZ and Philippines
- Staff of the year 2021, the quarterly slice of love: 2022Q3, 2023Q2.

Scope of works

- Discussing with Business team of each market, and then using data insight to find the opportunity increasing online transaction,
- Define product roadmap and strategy for the online platform, make sure it follows the Strategy from YUM & Pizza Hut Global.
- Working closely with internal Data and Design team to get the data insight and improve the UI/UX of Web and App
- Create and maintain the product backlog, ensuring it is properly refined and prioritized.
- Managing the product development process from ideation to launch, ensuring that products are delivered on time, within budget, and to specification.
- Communicating product updates, release note to internal and external stakeholders.
- Monthly reporting to management team in US and UK.

Technical Business Analyst – Pizza Hut Digital & Technology, Ho Chi Minh (April 2021 – March 2022)

Working with the Global mobile team (Android & iOS) to release Pizzahut application throughout all available markets.

Key Achievements:

- Finishing developing the Universal app - Launching on 2022Q1 Using the latest technology (Kotlin of Android and Swift of iOS)
- Being recognized for all the hard work by both team members, leadership team. Keeping the team on track and throughout the tough time after both Delivery Manager and Product Manager left.

Scope of works

- Acting as a Product Owner of the mobile app squad
- Manage a product lifecycle from specification through delivery and maintenance.

- Align the product vision with the development team and stakeholders.
- Be a bridge between Mobile team with BE team in both UK and Vietnam hub. Discussing in how to provide the best API to support app running.
- Prepare product specifications, define, and plan user stories for the developers, design test cases, and test features.
- Working with UI/UX to give the insight from Business point of view and help the developer team to collaborate with the UI/UX department.
- Support the delivery of features including on-going JIRA maintenance of features and stories/tasks.
- Engage and discuss with the client on the status of a project, as well as constantly ensure our clients requirements are understood by the team.
- Represent the project team at workshops, presentations, showcases, and other meetings as appropriate, ensuring any decisions made are communicated back to the engineering team.
- Own ongoing support and maintenance issues to ensure services are demonstrating continuous improvement and continuing to meet customer needs.

Senior Business Analyst – Getz Group (Leading F&B startup in Singapore), Da Nang (Mar 2020- Apr 2021)

Key Achievements:

- Shifting business focus from Dine-in model to delivery helping the company continue to growth 20% during COVID period.
- Successfully integrating with Grab Express to add more delivery option beside of GogoX and Ninjavan
- Launching the auto pick delivery partner feature which based on the setting matrix, which is help the small business reduce the human effort on maintaining delivery order

Scope of works

- Gather, interpret, and translate customer needs into functional and nonfunctional requirements.
- Prepare user stories, acceptance criteria and refine mock-ups (sketches) for presenting.

- Design UI/UX for all current products of the company
- Working with Product Owner and Sale team when questions arise from a business aspect.
- Conduct training for Customer Service and Customer Engagement team to support our Customer after each release.
- Working closely with the Development team to insure the effectiveness and quality of new development and enhancements to existing products.
- Make sure that new releases function as intended and there is no negative impact to existing functionality.

Senior Business Analyst – Vietnam International Bank (VIB), Ho Chi Minh City (Jan 2019 - Mar 2020)

Key Achievements:

- Launch a new Open Source chat system to replace the 13-year application which is out of dated and have limited function. Furthermore, instead using priced-application, our team helps VIB saving more than 500.000\$/year for license for a communication system.
- The first team in VIB experiment using AWS service replace a physical server.
- Finish phase one of creating the Portal website, which help Executives, Project management officers have an overall and detail view of all current project in Digital Division.

Scope of works

- Research and propose new tools or solutions to help to reduce cost and improve working efficiency.
- Work with business users to elicit and define user requirements and needs to create a new website for project management.
- Write the Business Requirement Document, User Guide, Functional Requirement.
- Work with developer to know the feasibility of the request.
- Support and review the testing scenarios, test data, and defects verification throughout the delivery lifecycle.

- Organize meeting, write User Guide for supporting user working with the new product.

Business analyst – DXC technology, Ho Chi Minh City (Jan 2018 – Jan 2019)

Key Achievements:

- Product went live in Nov-2018.

Scope of works

- Work as BA at offshore
- Work with Product Owner directly to gather/analyze/review/feedback on the requirement, planning the sprint, deploy plan
- Assist and consult Product owner on enhancement, UX and other stuff
- Coordinate with other BAs from different channel within the project to sync and update on the latest progress
- Communicate, work with UX designer on the designs of website
- Meeting with other stakeholders to find solution for issues within the project
- Apply Agile process
- Create user stories, use case, workflow, technical note (API mapping) documents
- Clarify requirement for developers, QC
- Assist testing activity

Software Developer - DXC technology, Ho Chi Minh City (Nov 2015 – Dec 2017)

Key Achievements:

- Member of developer team in Vietnam to implement BIDV Metlife project phase 2 in which develops many functions such as Issue, Underwriting, Claim, Overdue, Surrender ... of Universal Life and Endowment products

Scope of works

- Develop application program logic from customer-defined specifications.
- Analyze existing program logic to determine best method of accomplishing required changes or cause of program malfunction.
- Perform maintenance and modification of programs currently in production to keep them responsive to user needs and to assure efficient operation in the production environment.
- Test, debug, support and maintain application programs for customers in a variety of business areas and environments
- Understand business, technical, and program requirements