Kevin Nguyen

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PROFESSIONAL SUMMARY

Innovative and adaptable product professional with experience in software development, AI, data analytics, and customer-focused solutions. Skilled in translating complex data into strategic product decisions and driving cross-functional collaboration. Passionate about building intuitive, impactful experiences through analytical thinking and user-first design.

EXPERIENCE

Product Manager
Microsoft AI

Mar. 2025 – Present
Redmond, WA

- Led end-to-end development of evaluation frameworks: designed real-user measurement sets, ran automated scripts with python and human-in-the-loop assessments, and delivered actionable insights to engineering.
- Spearheaded analysis of user interactions with Copilot, reducing query defect rates by 18% through targeted improvements in intent classification and response quality.
- Conducted deep-dive analytics on sports and financial queries, influencing road-map prioritization and refining AI understanding of niche verticals.
- Collaborated cross-functionally with squad leads across sports, finance, and infrastructure domains to improve recall without sacrificing precision—driving a 23% boost in user satisfaction.

AI Product Lead
WriteSideKick AI

Jun. 2023 – Sep. 2023
San Antonio, TX

- Co-developed an AI-driven writer assistant chatbot, enhancing idea generation and optimizing workflows during a content creator shortage.
- Refined two large language models for script formatting, resulting in improved readability and efficient text generation.
- Applied advanced NLP techniques to optimize chatbot performance, reducing memory overhead and bolstering data security.

IT Web Development Intern
Chromosome18

Aug. 2021 – Dec. 2021
San Antonio, TX

- Contributed to genetic research initiatives by developing and maintaining secure web platforms, adhering to data security regulations.
- Documented development processes and collaborated with cross-functional teams to meet project deadlines.
- Analyzed user requirements and implemented features to enhance system usability and efficiency.

Software Engineering Intern
IBM

Jan. 2017 – May 2017
Austin, TX

- Developed and integrated cognitive computing applications using IBM Cloud technology, enhancing system capabilities by using python scripts on a raspberry pi.
- Created detailed project reports and presentations for senior leadership, ensuring clarity and strategic alignment.
- Collaborated with cross-functional teams to design and implement innovative solutions, meeting tight deadlines.

EDUCATION

University of Texas at San Antonio
Bachelor of Science in Computer Science

San Antonio, TX
Aug. 2017 – August 2023

- Relevant Coursework: Operating Systems, Computer Organization, Cloud Computing

TECHNICAL SKILLS

Languages: Java, Python, C, SQL, JavaScript, React
Cloud Platforms: AWS, Microsoft Azure
Communication: Strong written and verbal communication skills, effective teamwork, customer service excellence
Certifications: AWS Certified Cloud Practitioner, AWS Solutions Architect Associate

Employability Status: US Citizen