KHANG LE

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Aspiring Product Manager with experience in UX design, data analytics, and digital innovation. Skilled in transforming user insights into intuitive, data-driven products through empathy, collaboration, and execution. Experienced in working with cross-functional teams in climate tech, education, and government to build solutions that enhance accessibility and community impact.

EDUCATION

Boston University, Boston, MA   *Anticipated Graduation: May 2026*
B.S., Computer Science & Minor in Data Science

High-level Coursework: Data Structures & Algorithms, Analysis of Algorithms, Elements of Theory of Computation, Geometric Algorithms, Distributed Systems, Software Engineering, Website Development, Blockchains & Applications, Data Mechanics, Tools & Applications in Data Science, Networks & Markets, UI/UX Design

EXPERIENCE

BioEchem LLC – Climate Tech | Boston, MA
Project Management Assistant | September 2025 – Present
- Conduct customer discovery and market research, synthesizing insights into strategic recommendations for product development.
- Research and analyze relevant markets, translating findings into actionable improvements that shape long-term product strategy.
- Build partnerships with stakeholders and support grant applications, aligning cross-functional teams around adoption goals.

Boston University – Virtual Technology | Boston, MA
Digital Learning Assistant | September 2025 – Present
- Convert academic courses from Blackboard Learn Original to Blackboard Ultra, designing interactive H5P learning modules.
- Perform detailed quality assurance audits to ensure accuracy and compliance with accessibility standards, enhancing the digital learning experience for the entire Boston University student body.
- Balance technical requirements with user needs, bridging communication among stakeholders to deliver effective outcomes.

City of Boston – Equity & Inclusion Cabinet at City Hall | Boston, MA
Web & Content Management Intern | June 2025 – August 2025
- Audited 50+ web pages and coordinating with leaders to deliver public-facing information viewed by 100K+ residents monthly.
- Conducted competitive benchmarking with stakeholder input to guide content and UX strategy for the citywide initiatives, improving engagement by 18%.
- Collaborated with cross-functional teams to design and launch an internal staff hub that streamlined communication and reduced departmental coordination time across the Equity & Inclusion Cabinet by 30%.

Boston University – Campus Planning & Space Management | Boston, MA
Data Entry Assistant | February 2025 – May 2025
- Processed and validated 500+ facility records, improving data accuracy in the Facilities Management System (FMS) by 20%.
- Consolidated 3 surveys and 5 analytical reports, supporting data-driven decision-making across university departments.
- Streamlined reporting workflows with project managers, reducing manual data processing time by 25%.

City of Boston – No Worker Left Behind Inc. | Boston, MA
Product Management Intern | June 2024 – September 2024
- Led a competitive analysis of 10+ similar tools in the labor-tech space, identifying resolution to improve product adoption by 20%.
- Collaborated with engineers and designers on 5+ new features and UX improvements, which drove a 25% increase in user satisfaction scores and contributed to a 10% revenue growth in the pilot phase.
- Synthesized data analysis and customer feedback into roadmap recommendations, effectively communicating insights into leadership to guide business growth.

SKILLS

Data & Analytics: Power BI, Tableau, SQL, MySQL, MongoDB, Airtable | **Product Design & User Experience:** Figma, Canva, WordPress, Drupal, Adobe Express, Adobe Rush, H5P, Blackboard Learn Ultra/Original | **Programming & Technical:** Java, TypeScript, React, HTML/CSS/JavaScript, GitHub, VSCode, Supabase, LaTex, LC-3 | **Collaboration & Productivity:** Slack, Zoom, Notion, Trello, Asana, ChatGPT, Microsoft Office Suite, Google Workspaces | **Languages:** Bilingual – English & Vietnamese