

Contact

www.linkedin.com/in/duongtjen
(LinkedIn)

Top Skills

Business Planning
Building Trust
Training

Languages

English (Native or Bilingual)
Vietnamese (Limited Working)
Spanish (Elementary)

Certifications

The Ultimate MySQL Bootcamp: Go from SQL Beginner to Expert

Honors-Awards

Distinguished Secretary

Jennifer D.

Product Roadmaps at Splunk
San Francisco Bay Area

Summary

Passionate about shaping the future of technology through strategic product roadmaps, collaboration, and execution. With a knack for project management, problem-solving, and critical thinking, I thrive on delivering solutions that not only meet customer needs but also drive business growth.

Experience

Splunk

3 years 7 months

Senior Product Manager, Feedback Programs: Product Roadmaps
November 2022 - Present (2 years 2 months)

Remote

Team Lead for Product Roadmaps. Lead NPI/NFI roadmap and support Regional Availability and Compliance roadmaps.

Product Manager, Roadmaps

June 2021 - November 2022 (1 year 6 months)

Remote

Accenture

2 years 11 months

Management Consultant

December 2020 - June 2021 (7 months)

San Francisco, CA

Specialization: Intelligent Products & Platforms

Industry X combines a variety of skills and tools to optimize and digitalize products, operations, and more.

Innovative technologies are used to design the best products and solutions.

Common impact areas include: Product Enablement, Product Management, Product Operations, Internet of Things (IoT), Customer Experience, Customer Success, GTM, and Business Operations

- Measured impact of NPIs/NFIs by working with Data teams to build customer feedback dashboards and allow Product leaders to synthesize key insights and decrease decision-making time
- Partnered cross-functionally with Engineering, Finance, GTM, Marketing, and Product to develop standardized reporting processes for critical meetings, improving leadership transparency and time to resolution for open risks/items
- Evaluated effectiveness of company tools by analyzing impact on business, leading to deprecation of underperforming tools
- Built training timelines, SOPs, and dashboards to dogfood internal CRM tool for all Operations Agents and to track data/trends
- Analyzed data and derived insights to influence product development and represent the voice of the customer
- Addressed and solved root business operations issues and gaps by collaborating cross-functionally, developing robust Help Center content/FAQ, and designing SOPs, Playbooks, process maps, and dashboards
- Identified process gaps within multiple teams by building relationships with agents/team members (e.g. Tech, Engineering, etc.) and documenting major pain points
- Created several AS-IS and TO-BE process maps, product/feature roadmaps, SOPs, and decks which detailed essential operations and addressed common user challenges

Strategy & Consulting Senior Analyst

December 2019 - November 2020 (1 year)

San Francisco, CA

Projects:

- Business Operations & Strategy Analyst - Fortune 100 Technology Company
- Product Operations Manager - Fortune 50 Technology Company
- Business Operations / Product Operations Manager - Fortune 50 Technology Company
- Supply Chain Program Manager - Fortune 50 Technology Company

Involvements:

- NorCal Women's ERG Communications Lead
- NorCal Analyst Team (NCAT) Social Committee Co Lead
- People Advocacy Team Rewards & Recognition Co Lead

Management Consulting Analyst

August 2018 - November 2019 (1 year 4 months)

San Francisco, CA

Projects:

- Infrastructure Program Manager - Fortune 1000 Software Company
- Business Analyst / Product Manager - Fortune 1000 Financial Services Group
- Business Operations & Strategy Analyst - Fortune 100 Technology Company

Involvements:

- NorCal Women's ERG Communications Co Lead
- NorCal Analyst Team (NCAT) Social Committee Member

University of California, Davis

IT Risk Assessor Support Analyst

September 2017 - June 2018 (10 months)

Davis, CA

Information and Education Technology -

Enterprise Applications & Infrastructure Services Department

Intel Corporation

Tax Analyst Intern

June 2017 - September 2017 (4 months)

Santa Clara, CA

University of California, Davis

1 year 9 months

Financial Aid & Literacy Peer Advisor

March 2016 - May 2017 (1 year 3 months)

Davis, CA

Undergraduate Research Assistant

September 2015 - June 2016 (10 months)

Davis, CA

Morgan Stanley

Financial Training Program Intern

March 2016 - June 2016 (4 months)

Sacramento, CA

Education

University of California, Davis

BS, Business/Managerial Economics, BA - Psychology

Universitat Pompeu Fabra

International Business Economics
