

# AUSTYN NGUYEN

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## PROFESSIONAL EXPERIENCE

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### Capital One

*Incoming Product Management Intern*

McLean, VA

June 2026 – Aug. 2026

### Center for Healthcare Engineering & Patient Safety

*Business Operations Consultant*

Ann Arbor, MI

Aug. 2025 – Present

- Partnered directly with the Chief Transformation Officer of the Rogel Cancer Center to own analysis of end-to-end patient flow, leveraging throughput, cycle time, and utilization metrics to identify system bottlenecks.
- Developed cost-impact and capacity uplift comparisons to inform prioritization of initiatives under a \$50M capital allocation, balancing efficiency gains, scalability, and implementation risk.
- Owned definition and measurement of operational KPIs, enabling leadership decisions that reduced average wait times by 15–20 minutes for 500+ patients weekly.
- Led cross-functional implementation discussions across clinical and administrative teams, aligning stakeholders around data-backed trade-offs and execution timelines.

### ElectricFish

*Product Management Intern*

Detroit, MI

Aug. 2025 – Dec. 2025

- Conducted market and pricing analysis on 3–5 years of CAISO electricity data, identifying 4 key cost drivers and risk factors to support strategic procurement decisions.
- Defined sprint priorities and scoped analytical deliverables to balance insight depth with executive timelines, ensuring cross-functional alignment.
- Synthesized findings into executive-level reports and presentations, informing investment planning and long-term energy sourcing strategy.

### The Chemours Company

*Business Intelligence Intern*

Wilmington, DE

May 2025 – Aug. 2025

- Gathered requirements from supply chain and commercial stakeholders to design and deliver 6 Power BI dashboards integrating global S&P import/export data across three business units.
- Developed KPI definitions and MTBF analytics in collaboration with reliability engineers, reducing reporting cycle time from 4 days to under 1 day.
- Led enablement sessions for 20+ users, driving adoption of self-service analytics and embedding data-driven decision-making into operational workflows.

## PROJECT EXPERIENCE

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### MHacks

*The WiLi Watch*

Ann Arbor, MI

Sep. 2024

- Owned product vision and feature prioritization for a smart home wristband, evaluating user friction, technical feasibility, and latency constraints.
- Coordinated cross-functional development across hardware, firmware, and cloud AI teams to deliver an MVP with modular scalability for future private LLM integration.

### National Institute of Standards and Technology

*FAIR-Compliant Metadata Standard*

Gaithersburg, MD

May 2024 – Aug. 2024

- Defined and implemented a FAIR-compliant metadata standard using the RO-Crate Python library, improving interoperability and automated validation across research workflows.

## EDUCATION

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### University of Michigan – Ann Arbor

*BSE in Computer Science*

Ann Arbor, MI

Aug. 2024 – May 2028

- Coursework: Project Management and Consulting, UI/UX, Computer Networks, Databases, Distributed Systems

## ADDITIONAL INFORMATION

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**Technical & Analytical Skills:** Agile Methodology, Power BI (Microsoft Certified), Excel, SQL, Python, Java

**Campus Involvement:** Pops Orchestra (Principal Violist), Chamber Ensemble, Zeta Pi Technical Fraternity

**Interests:** International food and travel, Custom mechanical keyboards, Classical Music