Aug 22, 2019

To whom it may concern,

I am writing to express my interest in the CTO role you have. As a demonstrated digital product technology leader with P&L, digital innovation, and AI/ML experience, I enjoy collaborating with the Executive Leadership team and partners to develop and implement digital product/service platform and go-to-market plan to help grow the business and delight the customers.

In addition to doing my role well as a CTO, I take pride in mastering new skills and domain knowledge quickly throughout my career. I took over the Growth & Strategy functions within GE and operationalized them into well run functions that enabled me to be successful as a P&L leader of that business. I have led the Digital Banking platform initiative at Finastra that provided omni-channel product platform for both consumers and corporate users. I have also consulted with customers, industry influencers, and regulators to promote my company’s products and services. Those are just a few examples that would set me apart from every other candidate you may interview.

I am very interested in this position, and you will find that I bring determination and results to the table. As such, please take a moment to review my resume. I look forward to hearing from you

Thank you for your time and consideration.

Sincerely,

*Tuan A. Nguyen*

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Chief Technology Officer

**EXECUTIVE SUMMARY**

Dynamic, visionary, and competitive senior digital product technology leader from fintech. Possessing an extensive track record of leadership and proven results. Known as a pioneer of innovation who leverages a wealth of expertise and excellent organizational skills to influence product/service and go-to-market strategies, operational performances, maximizing productivity, improving quality, and enhancing security and safety standards. Demonstrates strong analytical skills and is successful in leading and developing high performing teams for complex organizations.

**AREAS OF EXPERTISE**

*P&L –Product Management/Development – Business Strategy – Technology – Operations Management –Sales – Customer Service – Change Management – Global Teams – M&A Integrations –Lean Process – Risk Management – IT Security –Business Analytics – AI/Machine Learning – Robotic Automation –ERP – Enterprise Architecture*

Professional Experience

**Travelers Insurance**– Hartford, CT 01/2019–07/2019

*“A leading global provider of property casualty insurance for auto, home and business.”*

**SVP & Chief Information Officer**

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| *Lead a 600+ technologist, $200M budget organization in support of a 12,000+ employees Claim division. Responsible for the planning, building, and implementation of internal and partner systems; providing operational leadership for infrastructure, software, security, call center systems, IT policies/procedures and vendor relationships; providing thought leadership and implementation of enterprise data analytic platforms, artificial intelligence/machine learning, robotic automation, and predictive modeling.* |

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| * *R&D/App Dev/DevOps* * *IT Infrastructure/Call Center* | * *Instituted Agile/Scaled Agile* * *Security & Risk Management* | * *Omni- Digital/Cloud Solutions* * *Multi- Site & Multi Continents* |

* Partnered with senior management team members to assess business and technology capabilities, create technology strategy and roadmap to support Claim’s transformative and automation objectives.
* Operationalized Lyft partnership in under 60 days with flawless systems & business processes integration.
* Realign application portfolio & business value streams to improve team ownership & reduce dependencies.

**Finastra (Formerly D+H)**– Orlando, FL 2015–2018

*“A global leader in financial services software and cloud solutions.”*

**Global Head of Product Development | Chief Technology Officer**

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| *Finastra is the world’s 3rd largest Fintech provider of secure and reliable technology solutions to the US and global financial institutions. Tuan is responsible for Research & Development of all Retail Banking products which comprise of the Core, Digital Channel, Mobile, Payment, Sales, Business Intelligence, Enhanced Services, and Cheque solutions. He leads a global Technology organization of 1000+ FTEs and 150+ contractors across multiple continents, cultures, time zones, with two VPs and six Senior Directors report to him.* |

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| * *R&D/DevOps/Scaled Agile* * *IT Infrastructure/Supports* | * *Big Data/Analytics* * *Digital/SaaS/Cloud Solutions* | * *Security/Audit Management* * *Merger & Acquisition* |

* Strategized, developed, and delivered the future Digital Banking solution that offers origination, CRM, services, and teller capabilities in one easy-to-use omni-channel experience at the bank’s branches.
* Spearheaded efforts to transform products into SaaS/Cloud solutions with real time analytics. Implemented Open Banking API/PSD2 across portfolio. Brought the first Retail Banking Core system into Azure Cloud.
* Carefully assessed Technology organization capabilities and executed a major organizational re alignment and transformation to focus team on innovation, agility, and scale, at the same time saves $17M annually.
* Skillfully instituted Scaled Agile with CI/CD/TDD/Automation QA across global teams that achieved 80+% productivity, and improved product quality 30% YOY.
* Secured the highest analyst ratings on Phoenix Core Banking system from Market Research firms such as Celent. Simplified a portfolio of 30+ legacy products down to 6 market-leading solutions.
* Notably achieved 100% passing rate on all stringent SSAE 18 SOC 2, FFIEC, and OCC audits.

**Wolter Kluwer | CT Lien Solutions**– Houston, TX 2012–2015

*“A market leader providing mortgage, auto, life-of-loan services and solutions to law firms and financial institutions.”*

**VP of IT | Chief Technology Officer**

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| *Transformed the technology organization into a high performance, global team that delivers double-digit business growth YOY with SaaS and mobile platform. Establishing Agile/Scrum software development process, enterprise Software & Data platform, and associated Build, QA, Deployment, Release Management, and PMO processes. Leading build out Big Data/Business Analytics and Performance reporting. Instituting comprehensive Business Continuity & Disaster Recovery, Security & risk management programs in accordance with strict financial rules & regulations such as SSAE 16, PCI, Safe Harbor, ISO 27001, NIST, ITIL, etc.* |

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| * *R&D/App Dev/DevOps* * *IT Infrastructure/Cloud* | * *Double Digit Business Growth* * *Big Data/Analytics* | * *Risk Management/IT Security* * *BCP/Disaster Recovery* |

* Built & delivered a major SaaS solution for financial institutions on a newly introduced enterprise software platform in less than a year that grew the business 53%. Built & delivered a mobile solution for law firms that grew the business 16%.
* Built out Big Data/Business Intelligent capabilities with SOLR, Tableau in less than 9 months.
* Implemented MS Dynamics AX in less than one year to automate billing & invoicing process.
* Consolidated, simplified, and enhanced IT infrastructure - saved $1.2M under one year.
* Achieved 100% IT security audit passing rate from customers’ and independent auditors.

**GE Energy – Oil & GAS –** Overland Park, KS 2005–2012

*“GE Oil & Gas is a world leader in advanced technology equipment and services for all segments of the oil and gas industry, from exploration & production to downstream.”*

**Global Technology & Strategy Leader**

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| *Tuan led the Global IT & Engineering Group as a P&L, which consists of enterprise architecture & technology, software engineering/development, program management office (PMO), QA/QC, Configuration & Release Management, Infrastructure, and Maintenance & Support groups. Partnering with internal & external customers, collaborated with government regulatory agency and industry associations to set products & services strategy and roadmap.* |

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| * *Enterprise Platforms* * *SaaS/Global Software* | * *Product Management* * *Quality Improvements/Lean* | * *IT Infrastructure/Supports* * *Merger & Acquisition* |

* Successfully built & introduced the first SaaS Risk & Asset Management solution for the Oil & Gas Transmission & Distribution industry. Designed & introduced new enterprise platform utilizing .NET Smart Client SCSF, WPF, WCF, Web Services, and Big Data/Data Warehouse platform that makes it easier to develop new features and functionalities, easier to integrate with third party solutions, while reducing cost and improving quality. The product enabled the business to capture deals averaging $2.5M from $300K.
* Managed outsourced vendors’ relationships/partnerships – established processes to manage Intellectual Property (IP) risks and ensure business continuity, monitored contracts, services agreement, statement of work, vendor operation process, export controls, etc. Achieved $800K savings in the first year of multi-years’ service agreement.
* Established and instilled software development/IT discipline to global teams - transformed the organization to a global software solution group with industry-recognized process (Agile/ RUP/CMMi). Successfully obtain the first ISO 9001-2000 certification for the business in less than one year, then successfully obtained ISO 9001-2008 certifications in subsequent years.
* Received multiple GE Global Reward & Recognitions for significant leadership and contributions.

**GE NBC Universal –** Universal City, CA 2003–2005

*“World’s leading media and entertainment companies in the development, production, and marketing of entertainment, news and information to a global audience.”*

**Manager of Software Systems**

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| *Tuan led the global Applications organization that supports NBCU West Coast Television Division. He reported directly to the CIO, and directed all Software development & integration, ERP, Business Analytics/Data Warehousing (Cognos/SAP BW) programs.* |

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| * *Enterprise Architecture/ERP* * *Software Development* | * *Merger & Acquisition* * *Quality Improvements/Lean* | * *Business Analytics/BI* * *Digital Rights Management* |

* Drove the partnership with Microsoft on Digital Rights Management (DRM) initiative.
* Established RUP/Agile SDLC methodologies across both NBC and Universal organizations.
* Managed outsourced vendor relationships.

***Additional work history available upon request…***

**Education**

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| **Master of Business Administration** MBA (GPA 3.78/4.0) – 05/2001  Virginia Commonwealth University | **Advanced Master’s Certificate**Project Management – 05/2006 The George Washington University |
| **Master of Science – Computer Science** (GPA 3.91/4.0) – 05/2000  Virginia Commonwealth University | **Bachelor of Science – Computer Science** Summa Cum Laude (GPA 3.94/4.0) – 12/1996  Virginia Commonwealth University |

**Certifications & Publications**

* **Project Management Professional (PMP)** Certification # 56626 by Project Management Institute (PMI).
* GE Crotonville **Leadership** Certification.
* General Electric **Six Sigma Green Belt** Certification.
* IPC2010-31236, **Deterministic QRA Model** and Implementation Experience via an Integrity Management Software Tool: J. Dawson, I. Colquhoun, T. Nguyen, R. Wenz.