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## Profile

Product professional with experience building and operating digital platforms serving both end users and internal teams. Skilled in translating complex business and operational requirements into structured product solutions, working closely with engineering to deliver scalable and reliable systems.

Experienced in consumer-facing products, internal tools, and process-driven platforms within regulated and high-traffic environments. Comfortable working across product discovery, delivery, and iteration, with a strong focus on clarity, usability, and execution quality.

## Experience

### Cake by VPBank – Associate Tech Product Manager

Feb 2025 –

Present

*CTicket Platform (Consumer, Operations & Growth Systems)*

- Owned product backlog and delivery for CTicket, a large-scale digital ticketing platform supporting consumer purchase flows and internal operational workflows.
- Defined and prioritized requirements for core modules including promotions, vouchers, ticket transfer, fee logic, and partner integrations.
- Worked closely with engineering teams to clarify complex business rules, define acceptance criteria, and support timely delivery.
- Contributed to internal admin tools and check-in systems, enabling real-time visibility and smoother onsite operations.
- Supported multiple high-demand launches, gaining hands-on experience with traffic spikes, system constraints, and product trade-offs in production environments.

### Cake by VPBank - Tech Product Owner Intern

Jun 2024 –

Feb 2025

*KYC Product Division*

- Supported product discovery and delivery for onboarding and KYC flows in a regulated environment.
- Authored and refined 100+ user stories in collaboration with engineering and compliance teams.
- Delivered an NFC assistance feature to address device compatibility issues, improving verification success rates and user flow completion.

- Gained experience working with compliance requirements while maintaining usability and product clarity.

## Education

**UNIVERSITY OF INFORMATION TECHNOLOGY, VNU-HCM**

**2021 - 2025**

B.Sc. in E-Commerce | GPA: 8.83/10 | IELTS 6.5

**NGUYEN THI MINH KHAI HIGHSCHOOL FOR THE GIFTED**

**2018 - 2021**

English Major | GPA: 9.0/10

## Projects

**Elite Fitness**

**10/2023 – 01/2025**

PO, FE & UI/UX Designer | Team size: 2



- Worked on health-related product concepts, collaborating closely with a small team to balance technical feasibility, UX, and research-driven insights.
- Published on App Store ([Elite Fitness FTISU](#)).
- Research accepted & published at Future Data & Security Engineering 2024 ([Springer LNCS](#)).
- Winner of AISC 2023 (UIT).

## Honors and awards

- Springer LNCS Publication – *Future Data & Security Engineering 2024*
- Winner – Advanced Information Systems Contest (AISC 2023), UIT
- “*Thanh niên tiên tiến làm theo lời Bác*” (2022–2023)
- “*Sinh viên 5 Tốt*” – Faculty of Information Systems (2021–2022)
- Top Valedictorian of E-Commerce (2021)

## Core Competencies

- Product Delivery: Requirement definition, backlog prioritization, sprint planning, iterative delivery
- Product Thinking: Problem clarification, trade-off analysis, system-level thinking
- Collaboration: Working closely with engineering, operations, marketing, and compliance teams
- Tools: Figma, Git, UML, SQL (basic), ReactJS (understanding)