CATHERINE NGUYEN

San Jose, CA

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Work Experience

R1 RCM | Remote

**Product Manager I	Quantum Revenue Performance Solutions AR**	**August 2023 - Present**
**Product Manager I	CloudmedAI Workdriver**	**April 2023 - July 2023**
**Product Manager I	Data Integration**	**August 2022 - March 2023**

- Orchestrate end-to-end onboarding processes for 5+ clients
- Spearhead development of a scalable SaaS feature, streamlining internal operations, benefiting 1,500+ internal users
- Manage scheduling and optimizing of 2-week sprints, achieving 90%+ sprint commitment success
- Leverage user shadowing and data visualization to drive $1.5 million in value across 3 strategic objectives
- Prioritize the integration and development of a LLM chatbot, serving 29,000+ internal users across 5 company applications

NorCal UVSA | Remote

IT Cabinet Staff Lead   **July 2021 - June 2022**

- Launched a website redesign to align with new UX/UI designs, resulting in a 20% increase in web traffic
- Developed and maintained accessible event registration and secure payment portals, servicing a user base of 50+ members

Computer Science Department @ SJSU | San Jose, CA

Grader (CS157C)   **March 2022 - May 2022**

- Coached a NoSQL database course with 36 enrolled students through assignment evaluation and documentation
- Enhanced student comprehension of NoSQL concepts through comprehensive assignment feedback and guidance

Lab Instructor (CS46B)   **August 2021 - May 2022**

- Educated 20-30 students in fundamental data structures in Java through hands-on labs and pair programming
- Strengthened and aligned student comprehension of CS course content to align seamlessly with CS46B lectures

Asian Student Achievement | Remote

Web Design Intern   **October 2021 - April 2022**

- Managed and delivered 100% of intern team projects, met deadlines, and generated reports during the director's absence
- Initiated a website redesign that resulted in a 65.4% boost in web traffic and a 55.56% increase in user engagement

Jade | Remote

UX/UI Designer   **August 2020 - May 2021**

- Delivered Figma prototypes based on user feedback to facilitate SaaS group management solution development
- Engineered 5 website pages using React.js and CSS, resulting in the creation of a fully functional website

Projects

Craigslist Case Study | Collaboration, Discovery, Roadmap, A/B Testing   **October 2023 - Present**

Comprehensive case study on the redesign of Craigslist, with a particular focus on enhancing the buy/sell user experience
- Orchestrate and coordinate case study objectives and future actions through regular 1:1 meetings with the UX Designer
- Assess and dissect user feedback to pinpoint existing design challenges and incorporate it into the solution

Monet | Unity, C#   **March 2022 - May 2022**

2D top-down game where players aim to capture monsters to fulfill level objectives
- Directed team of 2 artists and 2 programmers, overseeing core mechanics and UI development using Agile SCRUM
- Assessed playtesting and incorporated player feedback into the final product

Car-eservation | MongoDB, Express.js, React.js, Node.js, Bootstrap, Git   **February 2022 - May 2022**

Parking garage automation system for managing parking usage and reservations by authenticated users
- Managed team of 6 programmers to develop application functions, meet deadlines, and weekly goals using Agile SCRUM
- Designed and refined 3+ prototypes based on user feedback using Figma
- Implemented an intuitive front-end using React.js, Bootstrap, and CSS

Education & Certifications

Southern New Hampshire University   **June 2022 - February 2024**
Master of Business Administration, Engineering Management   **GPA: 4.0**

Certified Scrum Product Owner (CSPO)   **January 2023**
Scrum Alliance

San Jose State University   **May 2022**
Bachelor of Science, Computer Science | Summa Cum Laude

Technologies & Skills

Programming: Java, Javascript, HTML, CSS, React.js, MongoDB, MySQL, PHP

Data: Excel, Tableau, Google Sheets, Snowflake

Project Management: GitHub, Jira, Confluence, Kanban, Agile, Azure DevOps

Product: Prototyping, Driving Execution, Ideation, Prioritization