

CATHERINE NGUYEN

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Work Experience

R1 RCM | Remote

Product Manager I

August 2022 - Present

- Deliver end-to-end onboarding and data pipeline ingestion processes for 5+ clients
- Structure the development of a scalable SaaS feature, streamlining internal operations, benefiting 1,500+ internal users
- Achieve 90%+ sprint goal success by managing stakeholder priorities, scheduling, and optimizing 2-week sprints
- Drive \$1.5 million in value across 3 strategic objectives by identifying opportunities to optimize workflows through user shadowing and data visualization
- Serve 29,000+ internal users across 5 company apps by prioritizing the integration and development of a LLM chatbot to increase operational efficiency and productivity
- Reduce chatbot release timeline by 1 month by taking the role of UX/UI designer due to the absence of assigned personnel
- Create 2 training videos to raise product awareness of the LLM chatbot by 50%
- Decrease onboarding time by 33% for new hires by creating 5 comprehensive and structured resources

NorCal UVSA | Remote

IT Cabinet Staff Lead

July 2021 - June 2022

- Achieved a 20% increase in web traffic by launching a Wordpress website redesign to align with new UX/UI designs
- Serviced 50+ members by developing and maintaining accessible event registration and secure payment portals

Computer Science Department @ SJSU | San Jose, CA

Lab Instructor (CS46B)

August 2021 - May 2022

- Educated 20-30 students in fundamental data structures in Java through hands-on labs and pair programming

Asian Student Achievement | Remote

Web Design Intern

October 2021 - April 2022

- Managed and executed 2 intern team projects, capturing leadership team's objectives and requirements
- Achieved a 65% boost in web traffic and a 55% increase in user engagement by initiating a Weebly website redesign

Jade | Remote

UX/UI Engineer

August 2020 - May 2021

- Engineered 5 website pages using React.js, CSS, and user feedback to develop a SaaS group management solution

Projects

Craigslist Case Study | Collaboration, Discovery, Roadmap, A/B Testing

October 2023 - January 2024

- Comprehensive case study on the redesign of Craigslist, with a particular focus on enhancing the buyer user experience
- Developed a comprehensive roadmap, ensuring clear objectives and future actions to direct a cross-functional team
- Incorporated user feedback and A/B testing findings into the redesign solution, focusing on improving the buyer journey

Monet | Unity, C#

March 2022 - May 2022

- Released 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

Education & Certifications

Southern New Hampshire University

March 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, React.js, MongoDB, MySQL, PHP

Analysis: Excel, Tableau, Google Sheets, Snowflake, A/B Testing, Feedback Analysis

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

Product: Prototyping, Driving Execution, Ideation, Prioritization, Stakeholder Management