

# CATHERINE NGUYEN

San Jose, CA

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## Work Experience

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### 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
- Managed 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

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### 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

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### 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

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**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