

# 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 & ETL Dev**

**August 2022 - March 2023**

- Orchestrate end-to-end onboarding and data pipeline building processes for 5+ clients
- Spearhead 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 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
- 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 1 month for new hires by creating 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

**Grader (CS157C)**

**March 2022 - May 2022**

- Coached 36 enrolled students through a NoSQL database course, providing assignment evaluation and documentation

**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**

- 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, HTML, CSS, React.js, MongoDB, MySQL, PHP

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

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

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