CATHERINE NGUYEN

San Jose, CA

c.nguyen6895@gmail.com | (408) 386-0103
linkedin.com/in/catherinemtnguyen | cmtnguyen.github.io

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 Acceleration & ETL Dev　　　　**August 2022 - March 2023**
- 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

Venmo Case Study | Discovery, Roadmap, Ideation, MVP, A/B Testing　　　　**February 2024 - May 2024**
Case study with a focus on exploring the integration of a camera-operated bill splitting feature to enhance Venmo Groups
- Utilized user needs, user personas, feature identification, user feedback, and A/B testing, resulting in improved user satisfaction and expanding usability

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, simplifying user flow and improving UI

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 6 programmers to develop application functions, resolve user needs, and meet deadlines 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

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