



# NGUYEN THI MY TRANG

## ASSOCIATE PRODUCT MANAGER

### CONTACT INFORMATION

March 13, 1997

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### OBJECTIVE

- Short-term: Become product manager in 6 months
- Long-term: Become product manager lead in 2 years

### SKILLS

#### Tools

- Jira
- Confluence
- Miro
- Figma
- Holistic
- Google analytics
- Notion
- Trello
- Helpdesk
- CRM
- ERP
- Odoo
- ShareX

#### Agile model

- As a scrum master
- Daily meeting
  - Grooming (Product backlog)
  - Sprint review
  - Retrospective

### EDUCATION

#### University of Social Science and Humanities

Major: Information Management

2015 - 2019

GPA: 7.71

### WORK EXPERIENCE

#### Sieu Viet Human Resources Joint Stock Company

Associate Product Manager/Associate Product Owner/Business Analyst

2019 - Present

#### ASSOCIATE PRODUCT MANAGER

##### - Big merge project

- Work with lead PM to define roadmap
- Write PRD
- Work with Marketing/Engineer Manager/Sales team/Support service team to receive feedback about PRD
- Define success metrics
- Create the user flow
- Feedback UI/UX with designer
- Manage the meeting notes
- Manage released project timeline
- Create request data

##### - Roadmap

Work with Head of product/PM to define roadmap by quarter

#### ASSOCIATE PRODUCT OWNER

##### - UI/UX upgrade project

- Work with PM/Engineer/Sales team to find the solution for the features
- Feedback UI/UX with designer
- Write the user stories
- Manage backlog
- Training Sales team
- Writing user guide
- Complete the project on time

##### - Job scoring project

- Setup A/B testing
- Write the user stories
- Review the features after building
- Analysis the result of the product



Social Media Channels

Telegram  
Skype  
Slack  
Google chat

CERTIFICATIONS

2019

TOEIC Certificate with score 470

INTERESTS

I like reading book/blog about my job

HONORS & AWARDS

2020

Best Business Analyst

- **Step to step resume project**
  - Feedback PRD with PM
  - Feedback UI/UX with designer
  - Write the user stories
  - Work with data team to define tracking
  - Review the features after building

BUSINESS ANALYST

- **UI/UX upgrade project**
  - Planning for the project
  - Prioritize the task
  - Support to design UI
  - Write business requirement document
  - Review the test case for QC
  - Review the features after building
  - Report the process of the project
  - Complete the project on time
- **Website Operation:**
  - Work with the business department to receive the new request
  - Write business requirement document
  - Support developer/QC to understand the requirement
  - Test planning and write the test case
  - Report and manage the result of the test
  - Receive feedback from other department to check bug and report to developer
  - Research the competitors

MID Viet Nam Company

Tester/Front-end developer

2018 - 2019

- **Restaurant Management Project**
  - Test web-app
  - Writing user guide
  - Support to input real data on production environment
  - Support customer to use the product
- **Bus Management Project**
  - Develop web
  - Test web-app
  - Voice recording to play on the bus

Optech Technology Company

Front-end developer

2018 - 2019

- Building the website interface template
- Test and fix bug

ACTIVITIES

Volunteer at Ung Buou Hospital

2015 - 2016

Volunteer to organize Merry Christmas for the poor student



