

## LIFE PHILOSOPHY

There are no hopeless situations, only inaccurate solutions



#### **MOST PROUD OF**

# Most Valuable Player

at VNG Corporation

# ▲ Lead the Vietnamese gaming market

in both revenue and user base with the Gunny Online product.

## 10 years experience

in developing and operating products in the technology and fintech industries.



#### **STRENGTHS**

- Experience working in payments, e-commerce and technology industry
- Strong sense of ownership in problem solving
- Excellent business acumen & highly analytical with data driven approach
- Good interpersonal communications and stakeholder management



# **EDUCATION**

- MBA of Business Administration at Ho Chi Minh City University of Technology
- Bachelor of Business Administration at Ho Chi Minh City University of Technology
- Certificate of Accouting at University of Economics Ho Chi Minh City



#### **HOBBIES AND INTERESTS**



Running, swimming, biking, football

#### **♦** TRAVEL

Explore nature and new places

#### READ

Business, emotion, morality, running, teach children.

#### **EXPERIENCE**



### O PRODUCT MANAGER

NeoPay JSC Oct 2021 - Current

- Develop payment, disbursement, collection, and other utility services solutions for individual or business Merchant clients.
- Build an AML/ABC rule management toolkit.
- Develop financial investment products for individual customers on the NeoX App.

#### Achievements

 Complete all functions for the payment platform, including disbursing and collecting funds, connecting with banks and partners, within a short timeframe and limited resources.

## O PRODUCT OWNER

**Sendo JSC** Dec 2019 - Oct 2021

- Develop SenPay into an all-in-one payment gateway with full payment channels such as Napas, Cybersource, Zalopay, MoMo, ViettelPay, SmartPay, and many other banks.
- Build operational support tools, reconciliation, and risk management.
- Improve the payment flow to increase the online payment rate and user payment experience on the Sendo e-commerce platform."

#### Achievements

- Successfully connect with partners such as Napas, Cybersource, Zalopay, MoMo, ViettelPay, SmartPay, and many other banks.
- Increase the online payment rate by nearly double.

# O PRODUCT MANAGER

Finviet JSC Feb 2018 - Dec 2019

- Completely manage product developement process including concept, design, sample production, testing, forecast, promotion, support, product end of life on both mobile and website platform.
- Hold seminors with Board Of Directors and marketing team to build product developing plan to adapt business requirements.
- Develope new solutions and application to solve complicated business requirements.

#### Achievements

- Completely design sale and management system for over 3000 outlets with 20 daily orders in avarage .
- Build product selling eco including applications for: outlets, outlet master, delivery man, sale man and credit advance payment for outlets.

#### PRODUCT OPERATION MANAGER

**MoMo JSC** Dec 2016 - Feb 2018

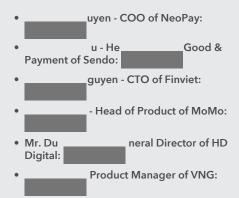
- Manage and operate all features and services on Momo application platform.
- Collect customer feedback, cooperate with designers and developers to give out enhanced solution in order to improve user experience.
- Develope customer communication omni channel.

#### Achievements

- Reduce error transaction rate from 5% to 1% for key services with automation mechanism.
- Increase 10% customer satisfaction rate in 2017.

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### **REFERENCE(S)**



#### **EXPERIENCE**

# O PROJECT MANAGER

HD Digital Agency June 2015 - Dec 2016

- Hold seminors with customer enterprises to target business requirements.
- Develope solutions for target customers, prepair bidding proposals including plans and costs.
- Manage and deploy project with internal and external resource to keep track of commitment contract with approved budget.
- Manage present customer relationships and look out for new customer.

#### Achievements

 Manage 3 projects at 65% exceeded customer commitment KPI with total contract value of 3 billions for 2 big brands Men's Biore & Laurier (Kao VietNam).

## PRODUCT OPERATION SPECIALIST

**VNG Corporation** Sep 2009 - Mar 2015

- Evaluate online game products and market in Vietnam.
- Specify target customer and plan deploy strategy.
- Build monthly/quarterly/annualy business plan.
- Deploy and control activities to reach business targets.

#### Achievements

• Reach 30 billions in revenue each month with 2,5 millions monthly active user in 2 years.

