



NGUYEN
SON TUNG



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 Accounting at University of Economics Ho Chi Minh City



HOBBIES AND INTERESTS



SPORT

Running, swimming, biking, football



TRAVEL

Explore nature and new places



READ

Business, emotion, morality, running, teach children.

EXPERIENCE



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.

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.

PRODUCT MANAGER

Finviet JSC Feb 2018 - Dec 2019

- Completely manage product development process including concept, design, sample production, testing, forecast, promotion, support, product end of life on both mobile and website platform.
- Hold seminars with Board Of Directors and marketing team to build product developing plan to adapt business requirements.
- Develop 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 average .
- 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.
- Develop 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.



REFERENCE(S)

- [REDACTED] uyen - COO of NeoPay:
- [REDACTED] u - He [REDACTED] Good & Payment of Sendo: [REDACTED]
- [REDACTED] guyen - CTO of Finviet:
- [REDACTED] - Head of Product of MoMo:
- Mr. Du [REDACTED] neral Director of HD Digital: [REDACTED]
- [REDACTED] Product Manager of VNG:

EXPERIENCE

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○ PROJECT MANAGER

HD Digital Agency June 2015 - Dec 2016

- Hold seminars with customer enterprises to target business requirements.
- Develop solutions for target customers, prepare 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.