

TO VINH KHANG


PRODUCT OWNER / PRODUCT MANAGER ASSISTANT





Ho Chi Minh City, Vietnam











INTRODUCTION

I have a software engineering background but do have a delicate business mind. Experience in Product development, I have been involved in all phases of typical SDLC. With a Software Engineering degree and my experiences, I'm confident and excited to take jobs related to the owner of innovative products from ecommerce to operations. I can work under pressure, eager to learn new business trends and technology. Especially, I love delivering products that make society better.

OBJECTIVES

- Short-term: Aim to be an expert as a Product Manager within 2 years by deep into Ecommerce and Operations, managing stakeholders, across multiple projects, and high-level discover customer insight around Southeast Asia.
- Long-term: Execute product vision in solid analysis of the potential market, evaluate competitors, and innovative strategy trends as a Senior Product Manager within 5 years.

KNOWLEDGE

- Have an overview of the Healthtech domain for pharmaceuticals about B2B, B2C in E-commerce, Marketing, Sales, Customer Service, Purchasing, Warehousing, Logistics, etc.
- Proficient in working with stakeholders, gather-clarify-analysis business needs, discover customer insight, research market-competitor, data-driven decision-making, propose product visions, scalable solutions.
- Depth knowledge of Agile Scrum, ERP Operations, Product Innovation, and Digital Transformation.
- Experienced in managing product backlogs, planning and releases. Ensure requirements are complete, concise, feasible and standards conform via documents, sketch-wireframe, scenarios and user guide.
- Familiar with tools Jira, Confluence, Outlook, GoogleAnalytics4, PowerBI, Drawio, Balsamiq, Postman, Swagger, Office365, etc.

WORK EXPERIENCE

• BUYMED – GLOBAL BUSINESS ANALYST & PRODUCT OWNER

FEB 2023 – PRESENT

Projects in charge: Buymed Global B2B, Buymed Global Platform.

Responsibilities:

- Worked as an owner of Global projects, focused on deep customer insight, market, competitor analysis and stable systems. Went on business every month as a key member in communication with stakeholders in Thailand and Cambodia.
- Hosted all training sessions with size 15-20 attendees from various departments on E-commerce, Marketing, Sales, Customer Service, Supply, Warehouse and Logistics to ensure 100% understanding of the workflow process and features of the ERP system.
- Proposed/designed business solutions, suggested and followed new features to ensure operationalized well, standard policies and adapt legal. Prioritize features by ranking based on strategic goals and ensure delivery fittest product strategy.
- Led ideation, validation, and launch products. Provided solutions focused on business revenue growth that helped the company reach a target of 0.8M\$ Q4/2023 and will reach a target of 2.0M\$ GMV in Q1/2024. pushed order quantity to maintain daily 200+.
- Collaborated with developers, and third parties to deliver high-quality products with 30+ features. Worked closely with Technical Leads for all highlight features that impact company strategy. Document write-up, provide guidelines, verify features before release.
- Reported directly to Head of Projects for evaluating products, managing stakeholders, product backlog, releases, tracking on competitor's products, and exploring the future vision of Thailand and Cambodia.

• **FPT RETAIL – ECOMMERCE BUSINESS ANALYST**

FEB 2022 – FEB 2023

Projects in charge: FPT Pharma E-commerce, FPT Pharma Core Products.

Responsibilities:

- Worked as an owner of Long Chau Products and a bridge between the business view and implementation view. Gather, clarify change requests from stakeholders of E-commerce, Merchandise, and Pharmacist to research.
- Proposed solutions to kick-off MDM-PIM-CMS and Integrate with Long Chau ecosystem successfully with the time over expectation by saved 12% development time Q3/2022-Q1/2023. Reached target 1M customers after 6 months LCApp was released.
- Launch products, verify business process rules around products for other squads, receive issues from users, and coordinate.
- Document write-up SRS, Wireframes, Epics-Stories, Test cases, Scenario demo, and Guidelines; Collaborated with Scrum Master, Developers and QC in cross-functional, sprint planning, commitment to deliver high-quality products with 15+ features.
- Reported directly to Technical Lead about the strategy of Long Chau product and presentation list backlogs should be released.

• **KKL SOFTWARE – INNOVATION BUSINESS ANALYST**

JAN 2021 – FEB 2022

Projects in charge: KKL Platform, KKL SmartIoT, KKL DataScience.

Responsibilities:

- Worked as a bridge between the business and developers. Gather, clarify requirements from stakeholders; Research, estimate costs for development, ensure release with standards for Video Chat Conferencing, Environment Tracking, Emotion Segmentation.
- Document write-up SRS, Wireframes, Epics-Stories, Test cases, Scenario demo, and Guidelines; Sprint planning, estimate efforts, scheduling, coordinating work for the Developers and launch products.
- Assisted Technical Lead in manage product backlog and define project scope.

VOLUNTEER EXPERIENCE

- IT Support Technician at ITZONE (Sep 2018 – Jun 2019): Assist with troubleshooting end-user computing issues, provide technical advice and set up workshops for university.

SOFT SKILLS

- Attitude: Self-motivated, Responsible, Detail-oriented, Goal-driven person, Work-ethic, Willing to learn.
- Abilities: Product Management, Project Management, Interpersonal Communication, Key Opinion Leaders, Strategy Thinking, Independent, Problem-solving, Teamwork.
- Languages: Vietnamese and English.

EDUCATION

• TON DUC THANG UNIVERSITY	Bachelor of Software Engineering – GPA 7.67	2018–2022
• UDEMY	Master Product Management, Advanced Product Management	2023–2024
• FPT	Digital Transformation	2022
• SIMPLILEARN	CCBA Training, CAPM Training, Agile Scrum Master	2021
• ATLASSIAN	Jira Fundamentals	2021
• COURSERA	Business Analysis, Process Management	2021
• LINKEDIN	Project Management, Customer Service, Strategy Planning, Communication	2020–2021

AWARDS

- Scholarship Excellent Student of School 2020–2021 at TON DUC THANG UNIVERSITY.

HOBBIES

- Read news and learn about the culture and history of other countries.
- Photography, traveling, swimming and listening to music.

*Other document references will be provide upon request