

Contact

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Top Skills

Customer Experience Design
Customer Service Management
Go-to-Market Strategy

Nhu Nguyen

Technology and design may change over time, but human psychology changes very little.

Ho Chi Minh City, Vietnam

Experience

LuminPDF

Head of Customer Experience

August 2022 - Present (3 years 3 months)

Ho Chi Minh City, Vietnam

I'm a product leader who specializes in document management software.

I'm focused on driving growth and making sure customers stick around.

My proudest moments have been improving user engagement by 10% and boosting new user engagement by 20% with smart campaigns. I also managed to get more people to convert and even helped raise our cross-platform ratings. All of this was done by making sure our product seamlessly integrates with other major tools like Google Drive and Slack, creating a better experience for everyone.

Katalon

Product Manager

April 2021 - June 2022 (1 year 3 months)

Ho Chi Minh City, Vietnam

Boostcommerce

Business Analyst

May 2020 - March 2021 (11 months)

Ho Chi Minh City, Vietnam

Designveloper | Software Development Company

Business Analyst

June 2018 - January 2021 (2 years 8 months)

Ho Chi Minh City, Vietnam

Inspi corp.

Business Analyst

April 2016 - April 2018 (2 years 1 month)

Education

University of Law

Bachelor's degree, Law · (2011 - 2016)