

Eugene Y. Nam

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RECENT EXPERIENCE:

VenueBook

Dec 2015 – Present

Product Manager

- Defined the core product vision, goals, functionality and requirements.
- Created and maintained product roadmaps, feature backlogs and product documentations during each major product release to realize business goals and strategies.
- Collaborated with different stakeholders (product designers, engineers, sales, operations and executive team) to establish shared vision and consensus on priorities, thus leading to four highly-successful roll-outs of major improvements in the SaaS platform.
- Built relationships with end users on both the agent and consumer sides to gain relevant user feedback and provide the Company with thoughtful data driven recommendations.
- Prioritized development activities with the engineering team, assisted in determining the best technical implementation methods, and managed all QA testing for production releases to ensure product functionality.
- Investigated all incoming bug reports with the software support team and escalated them to the Engineering team based on priority and scope.

VenueBook

Sept 2015 – Dec 2015

Product Intern

- Authored user product guides for training clients and the internal teams.
- Facilitated communication across departments to convey the advantages of each release and manage customer expectations.
- Performed competitive analyses and market research for new feature ideation.
- Collaborated with the Director of Marketing to articulate the benefits of our product into outward-facing messaging.
- Documented all bug reports in Asana and escalated them appropriately to the Product / Engineering teams.
- Established a base QA process to ensure site functionality for all product launches and bug fixes.

Startup Institute

June 2015 – Aug 2015

Web Design – Full-Time Course

- Selected from a competitive applicant pool for an eight-week immersive program that helps individuals develop the skills, mindset, and network to be high-impact at a high-growth company.
- 1st place at IdeaHack (Spare NYC): As part of the hackathon, I worked with a cross functional team to develop a content strategy while improving user and partner acquisition with a \$0 budget constraint.
- Partner Project (Vizalytics Technology Inc.): Worked with a team of four to redesign the website & mobile app and overhaul the branding strategy to improve product awareness.
- Coursework: HTML + CSS, JavaScript, jQuery, UX/UI design, Rapid ideation, Product Management, and Typography.

General Assembly

Sept 2014 – Dec 2014

User Experience (UX) Design – Part-Time Course

- Learned core skills as a UX designer such as content strategy, wireframing, user testing, prototyping and design critiquing.
- Designed a mobile application for dog owners from concept to prototype using Axure, Sketch and InVision applications.

General Assembly

Dec 2013 – Mar 2014

Product Management – Part-Time Course

- Gained fundamental skills to be an effective product manager.
- Developed a conceptual product while demonstrating my understanding of market analysis, product life cycles, user personas, wireframes, storyboard, feature prioritization, product roadmaps, and minimum viable product validation.

OTHER EXPERIENCE:

Royal Bank of Canada – RBC Capital Markets, LLC
Group Risk Management – Associate Director (Vice President)

Mar 2012 – Mar 2015

- Pro-actively managed bank exposure of ~\$1.0Bn across 25 clients within the Communications, Media, and Entertainment portfolio through ongoing risk analysis.
- Assessed financial risk for public and private corporations and provided credit risk decisions for high yield and leveraged transactions as part of the adjudication process.
- Modeled Base and Downside case projections to assess risk level and probability of default while maintaining bank appetite.
- Provided term sheet structuring for syndicated/bilateral loan transactions as part of transaction due diligence.
- Team leader for RBC's Enhancement Monitoring project – Developed a quarterly internal monitoring process for managing and monitoring leveraged lending in compliance with the U.S. Office of the Comptroller of the Currency and FDIC.

The Royal Bank of Scotland Group – RBS Americas
Credit Risk: Global Banking and Markets – Associate

June 2010 – Feb 2012

- Analyzed client credit risk quality for 35 accounts across the Consumer Products & Retail portfolio using transaction modeling, stress testing, and industry metrics.
- Recommended credit decisions for proposed transactions and determined internal risk ratings for high grade and high yield counterparties.
- Participated in due diligence and client meetings and provided feedback to relationship bankers to guide business decisions within approved policies and procedures.
- Advised RBS Group Risk Strategy Review and Watch Committee on potential risks and recommended solutions based upon probability and magnitude of default as well as industry dynamics.

ABN AMRO Bank N.V.
Portfolio Management: Global Banking and Markets – Analyst

May 2007 – June 2010

- Prepared credit submissions for the Consumer Products & Retail Portfolio for ABN AMRO and RBS.
- Responsible for capital management, documentation and transaction execution for investment grade and non-investment grade clients.
- Developed and executed an \$0.5Bn exposure reduction plan for the bank's US portfolio as part of RBS' acquisition of ABN AMRO.

EDUCATION:

University of Notre Dame – Mendoza College of Business
Bachelor of Business Administration

Class of 2007

- Major: Finance Minor: Science, Technology and Values

LEADERSHIP ROLES:

Kiwanis Club of New York City Young Professionals (NYCYP)
Volunteer; Vice President (former); Board Member (former)

Feb 2011 – Present

- Active community service volunteer for The Bowery Mission and other monthly service projects.
- Elected as Vice President (2014 – 2015 term) and voting Board Member (2013 – 2014 term) to represent the best interest of the organization.

The Royal Bank of Scotland – Summer Analyst Program
Junior Mentor

May 2010 – Feb 2012

- Volunteered as a mentor to Summer Analysts during their internships at the corporate bank.
- Continued to provide mentorship and guidance to my Summer Analyst post-internship as he transitioned from an academic to a professional setting.