Top Skills

Python (Programming Language)
Artificial Intelligence (AI)
Project Management

Languages

Korean (Elementary)
English (Full Professional)

Certifications

Introduction to Python Programming
AWS Certified Cloud Practitioner
Data Analysis Using Python
Google Data Analytics Professional
Certificate
Computational Thinking for Problem
Solving

Honors-Awards

CONSUMER FINANCE PRODUCT
OF THE YEAR AWARD - FE Credit
Best Employee of 2018
Best Employee of Mid-Year 2019
Best Employee of the Year 2019
Onwership Awards Q2 2021

✔ Kim Ngan Nguyen

Technical Product Manager (AI) | Master of Artificial Intelligence |
Fintech
Ho Chi Minh City, Vietnam

Summary

Results-oriented AI Product Manager with a strong background
in driving successful product launches and optimizing business
performance. Experienced in end-to-end product ownership, data
analysis, and cross-functional collaboration. Seeking a challenging
role to leverage my expertise in AI and business strategy to drive
innovation and growth.

Please also pay a visit to my AI blog: https://bit.ly/3sc4Sc5 . This
blog is where I share my experimental projects with latest AI
technologies. Together, we will explore practical applications of
AI technologies that have the potential to revolutionize business
processes and enhance productivity.

Experience

BillEase
Technical Product Manager (AI Consultant)
March 2024 - Present (1 year 1 month)
Vietnam

- Develope AI Calling Bot for Banking/Collection Service, from concept ideation
to launch and iteration.
- Conduct thorough analysis of state-of-the-art models to identify optimal
technical approaches for addressing various use cases.
- Stay abreast of industry trends, emerging technologies, and competitive
landscape to inform product strategy and roadmap.

Persona Studios
Senior Technical Product Manager
November 2023 - March 2024 (5 months)
Vietnam

- Building AI chatbots that can think and talk like real human models.
- Ensuring the exceptional accuracy and optimal latency for of our chatbots.
My responsibilities span across managing data pipelines, designing retrieval

systems, and mitigating potential inaccuracies, thereby upholding the highest standards of performance and reliability.
- Intensive experience with RAG, LLMs (OpenAI, Llama). ElevenLabs, Pinecone, Twilio.

FE CREDIT
4 years 5 months

Senior Digital Product Manager
January 2022 - July 2022 (7 months)
Ho Chi Minh City, Vietnam

Digital Product Manager
November 2020 - January 2022 (1 year 3 months)
Ho Chi Minh City, Vietnam

FE Credit is the No.1 consumer finance firm in Vietnam with 60% of the market share. The company is industry leader in applying innovative technology to automate process, and to create a robust and seamless digital journey for customers.
- Accountable for FE Credit's super app – FE Online, for which 30 headcounts are dedicated.
- End-to-end ownership: from collecting business requirements to ideation, testing and implementation.
- Coverage included EKYC, E-Sign, Account registration, Facial Recognition, Payment and Loyalty.
- Analyzed customer pain points via data to come up with solutions for various stakeholders.
- Continuously explored possible angles to improve business performance. Key results are:
+ Digital Signature (E-Sign): from 60% to 97% (around 8,000 to 10,000 usages per day)
+ Account Registration: from 50% to 70% (around 5,000 to 6,000 new users per day)
+ Get Cash Loan from Credit Card: from 40% to 60% in user task completion rate
- Build a knowledge base system containing guidelines for app's features for both internal and external users.
- Translate and review UI content in both English and Vietnamese.
- Won Best Employee of 2021 (100 out of 11,000 employees) and Ownership Award 2022

Information Technology Business Analyst

February 2020 - November 2020 (10 months)
Ho Chi Minh City, Vietnam

- Accountable for integration between white label partners and FE Credit 'Bank-as-a-Service' model
+ Organized workshops/interviews to gather business requirements from business units and partners.
+ Devised and customized API specifications to best suit each partner's requirements. Successful partnerships include Momo, MoneyTap, GoBear, SmartPay.
+ Build data model and workflow to track lead source and calculate revenue for each business partner.
+ Managed credit rules and business workflows on Business Process Management (low-code platform).
+ Monitored new features' performance and provided feedbacks, recommendations to vendors and business units.
+ Worked closely with IT Operations team to monitor production deployments.

Junior Product Owner
April 2019 - February 2020 (11 months)
Ho Chi Minh Vietnam

- Accountable for Snap – Vietnam's first online lending mobile application, for which 30 headcounts are dedicated.
+ Analyzed business requirements, designed low fidelity mock-ups, devised ER model (conceptual entity relationship model), and wrote business workflows and test cases for app's new features.
+ Reported bugs to engineers for investigation and facilitated debugging and re-testing.
+ Snap provides 100,000 to 150,000 small ticket-size loans/year to low-middle income population in Vietnam.
- Won Best Employee of Mid-Year 2019 and Best Employee of 2019 (100 out of 11,000 employees)

Project Coordinator
March 2018 - April 2019 (1 year 2 months)
Vietnam

- Collaborated with cross-functional departments to ensure expectations are fulfilled in a timely manner.
- Provided training (including materials, and in-class session) to internal agents before launching new features.
- Performed UAT testing and supported debugging and re-testing.
- Successful projects are:

o Online lending with Samsung – the project won CONSUMER FINANCE PRODUCT OF THE YEAR AWARD 2018 (Asian Banker) for its innovative and customer-friendly solution (https://lnkd.in/fRDyGsB)
o Digital Signature at Point of Sales – the project transformed contract signing process, moving from fully paper-based to completely digitalized, thereby reducing 75% of the completion time and saving millions of dollars in operational cost (it completely whipped out a department after its deployment)
- Won Best Employee of 2018 (100 out of 11,000 employees)

Global Management College
Market Research Intern
September 2017 - December 2017 (4 months)
Hanoi

- Conduct small-scale market research for Japanese companies who desire to enter Vietnamese market.
- Present conclusion and consult solution to clients.
- Skills: Market Research Analysis, Teamwork, Public Presentation, Consultation

Vietnam Prosperity Bank - VPBank
Intern at Coperate Banking (International Payment)
June 2017 - August 2017 (3 months)
Hanoi

- Summer Intern at VP Bank Head Office
- Department: International Payment (Corporate Clients)
- Skills: Support in processing documents related to international payments.

Education

Singapore Management University
Master of IT in Business, Artifical Intelligence and Data Science · (August 2022 - December 2023)

Foreign Trade University
Bachelor of International Economics and Busniess, International Business/ Trade/Commerce · (2014 - 2018)

Seoul National University
Exchange Student , Business Administration and Management, General · (2016 - 2016)

Son Tay High school

High School · (2011 - 2014)