Phan Minh Huy

AI Product Lead (Applied ML & MLOps)

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SUMMARY

AI Product Lead with 7+ years of experience bridging the gap between business strategy and technical execution in Retail, Telco, and Finance. Proven track record in defining AI product roadmaps, managing backlogs, and leading cross-functional teams to deliver end-to-end ML solutions. Experienced in stakeholder management and driving user adoption for data-driven products.

EXPERIENCE

Blueinfo Jsc - Data Team Lead
Aug 2024 – Present

- Led a team of 3 members (Analysts, Engineers, Scientists) using Agile methodologies to deliver ML solutions aligned with business goals
- Established the team's OKRs, ensuring alignment between technical roadmaps and company strategic objectives
- Mentored juniors on best practices, fostering skill growth and enhancing team velocity through structured knowledge sharing
- Served as primary technical point of contact for external partners, including problem scoping, solution design, presenting and reporting to partner BOD
- Implemented MLOps practices: Collaborated with DevOps for server infrastructure and setup environments for model deployment, monitoring, and maintenance
- Delivered projects:
  - Built Telco-based Credit Score models for thin-file customers (Gini 55%), delivering a >70% performance uplift when combined with the partner's internal model
  - Propensity score (Gini: 70%) to enhance campaign targeting
  - Location verification score to enhance partner operational accuracy
  - Logistic regression optimization for a financial institution: Achieved 30-40% Gini uplift over existing models
  - Laos market: Developed Credit Score model for unbanked segments using proxy labeling and transfer learning-inspired techniques, achieving Gini 52%, established A/B testing roadmap
- Designed and implemented a ML platform:
  - Data stack: Data pipelines, feature store, data quality controls
  - Model stack: training pipeline with reproducibility and automation
  - Deployment stack: scheduling, model monitoring, and alerts
  - CI/CD pipeline: designed and implemented a workflow for automated deployment and version control
- Tools/Technologies:
  - Spark (distributed processing), Airflow (orchestration), MLflow (experiment & registry), Great Expectations (data quality), DataHub (metadata & lineage), FastAPI (batch prediction access), Grafana (monitoring), Git-based CI/CD

Prudential Vietnam Assurance - Senior Data Scientist
Nov 2022 – Aug 2024

- Delivered multiple predictive models driving strategic business outcomes:
  - Customer propensity models for cross-sell campaigns
  - Early churn prediction to reduce lapse rates
  - Automated claim for operational efficiency
  - Agent clustering and leadership potential prediction models
- Promoted adoption of AI/ML across departments through internal workshops and training initiatives
- Utilized SHAP, conformal prediction, and graph analysis for model explainability and advanced analytics
- Collaborated with the Data Engineering team to build a scalable data warehouse, ensuring robust data pipelines to support analytics and machine learning workflows

CIC Data Jsc - Data Scientist / Analyst
Aug 2020 – Jun 2022

- Designed and implemented lead scoring models with Gini scores of 64–70%, improving campaign targeting efficiency
- Extracted community features from telecom data using GraphFrames, DBScan, and KMeans
- Deployed optimization algorithms (Ortools) to maximize LeadGen ROI while minimizing operational costs
- Standardized operations and performance monitoring for Mortgage LeadGen services with teleco partners
- Delivered ad-hoc analyses and A/B testing frameworks to guide data-informed decision-making

SIFT AG VN - Machine Learning Engineer
Oct 2018 – Jul 2020

- Built demand and price forecasting models for fertilizer products globally and domestically
- Solved Market Basket Analysis and Store Clustering challenges for retail clients
- Developed automated ML pipelines in Alteryx for forecasting and sales prediction (DFS Group)

EDUCATION

Generative AI Engineer Program, Hanoi University of Science and Technology *2025 – Present*

Master of Data Science, Ho Chi Minh University of Science *Completed 2025*

Bachelor of Industrial Systems Engineering, Ho Chi Minh City University of Technology *2015 – 2019*

CORE COMPETENCIES

Technical Skills

Python • Spark • SQL • ML/DL • MLOps • Optimization

Soft Skills

Data Strategy • Stakeholder Management • Agile/Scrum Management • Cross-functional Collaboration

Languages

English: undefined