Kevin Nguyen

Product Manager

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Experience

2013–2018 **Product Manager**, *SchoolMessenger | West Corporation*, Toronto, ON.
With over 1400 clients, SchoolMessenger is one of the leading k12 communications providers in North America. I manage the CMS product with additional markets in healthcare facilities and municipalities.

- Lead the CMS platform that allows schools, cities and healthcare facilities to build and manage their public websites.
  - Identified growth and cross-sale opportunities internal and external to organization leading ot a 30% growth in 2017.
  - 15% increase in retention after validating bets from internal analytics with client outreach.
  - Increased revenue per client by 8% after introducing features to streamline implementation process.
- Developed end-to-end product plan and roadmap to ensure timely and effective delivery of the application.
  - Standardized the process for gathering input from the cross functional team and created a template for consistent feedback.
  - Developed templates for writing stories and documented the bug triaging process.
- Introduced SCRUM to software development life cycle and provide day-to-day coordination to the team of 13 Developers, 3 QAs and 1 Designer.
  - Facilitated SCRUM within the Scaled Agile Framework to ensure alignment across the larger organization.
  - Successfully transitioned the team from TFS and SVN to JIRA and GIT.

Product Analyst (2013-2014)
- Prior to being promoted to the Product Manger of the CMS, I was the Product Analyst for the CMS and its Sister Brand: Talentova.
- Developed the Accessibility initiative for the product to ensure ADA standards were met to address market and legal requirements for education and government websites.
- Owned and delivered the Innovation Management Product. A crowd-source ideas engine to be used in closed ecosystems to generate ideas and facilitate project teams.

2012–2013   **Technical Integration Specialist**, *Manulife Financial*, Toronto.
This was an 8 month Co-Op work term as part of my University Degree.

- Facilitated deployment of Windows 7 workstations.
- Conducted Vendor interviews to ensure user requirements are met.
- Developed process and tool to inventory all hardware and software in the Toronto Department of Manulife Asset Management.
- Create database of track the inventory in order to manage changes to each workstation.

2011–2011   **Business Systems Analyst**, *Royal Bank of Canada*, Toronto, ON.
This was a 4 month Co-Op work term as part of my University Degree.

- Performed system requirements gathering to replace a suite of tools with a single vendor solution.
- contributed and maintained a repository of Business Process Maps.
- Identified redundancies and pain points in the current processes.
- Made recommendations to improve the future state process through Gap Analysis.

Education

2008–2013   **Information Technology Management**, *Ryerson University*, Toronto, ON.
Highlights
- Dean's List 2011-2012
- Partnered with Scotiabank for final year project to develop new data mining and reporting system

Completed Coursework in Major includes:
- Systems Analysis and Design (UML, OOP)
- Relational Database Design
- Information Security Engineering
- Business Design and Process Improvement

Tools/Technical Knowledge

Tools	JIRA, Confluence, Visual Studio, TFS, GIT, Visio, LucidChart, NewRelic
Framework / Server	React, Bootstrap, AngularJS, .NET, IIS, AWS, Pivotal
Languages	JS, HTML/CSS, SQL, Python, C
Databases	MSSQL, MYSQL