

Joseph H. Nguyen

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Product Owner - Platform

Results-driven Product Engineer and Consultant with extensive experience in platform and hybrid environments, adept at leading cross-functional teams, managing product backlogs, and driving successful feature releases. Proven expertise in creating and executing roadmaps, managing release processes, and optimizing platform environments. Skilled in stakeholder communication, strategic planning, and enhancing operational efficiency. Committed to delivering high-quality solutions that align with business objectives and exceed customer expectations.

EXPERTISE

- Project Management
- Cross-functional Leadership
- Cross-functional Collaboration
- Analytical Skills
- Data-Driven Insights
- Leadership
- Problem Solving
- Data Analysis
- Product Development
- Communication
- Strategic Thinking
- Process Improvement
- Software Optimization
- CI/CD Processes
- Adaptability
- Risk Management
- Stakeholder Communication
- Market Research
- Product Launch

TECHNICAL EXPERTISE

Programming Languages: C | C++ | C# | JavaScript | MySQL | Git

Methodology: Agile Methodology (SAFe Agile Certified)

Backend: Node.js | Java

Frontend: CSS | React | Bootstrap

Technologies: Pendo (Data Analytics) | Azure DevOps (ADO) | Confluence | Jira | Jenkins | Linux | Microsoft Excel | Microsoft Powerpoint | PowerBI

Project Management Software: Aha!

ACCOMPLISHMENTS

- Optimized automation for NX modeling software, increasing assembly production by 13%
- Created and managed a forward-thinking 180-day roadmap for Axiom Products, addressing both immediate and future needs
- Integrated analytics tools and streamlined project management processes, enhancing data accessibility and decision-making

PROFESSIONAL WORK EXPERIENCE

Engineering Industries eXcellence (Formally Engineering USA) 2023 – Current

Consulting Firm with focus on optimizing digital manufacturing, digital supply chain, and digital engineering

Software Consultant

Client: Nike, Inc

- Collaborate with internal project managers to discuss future roadmaps and challenges
- Optimize automation for NX modeling software increasing assembly production by 13%
- Cultivate team collaboration with developers and program/product managers by creating achievable roadmaps
- Manage relationships with business partners and users, and facilitating effective communication
- Spearhead the platform management, backlog prioritization, and roadmap creation

Strata Decision Technology (Formerly Syntellis Performance Solutions)

2022 – 2023

Strata Decision Technology specializes in cloud-based financial analytics and performance tools for the healthcare industry.

Product Operations Engineer

- Assisted in creating a forward-thinking 180-day roadmap that considers immediate and future challenges, portfolios, and opportunities, and outlines schedule releases for Axiom Platform environment (SaaS)
- Managed user research and collaborated with product managers and product owners to identify newly requested features
- Analyzed metrics from client usage to understand frequently used key features and created client-targeted announcements to notify clients of new releases, with specific interest in the healthcare clients
- Designed and implemented software to integrate with the engineering teams Azure DevOps server to provide the C-Suite with accurate and understandable reports so they would be able to monitor project progress
- Managed platform and hybrid environments to ensure the successful deployment of new features on release day
- Collaborated and aligned with business teams and project managers to ensure product quality and feedback, reviewing sprint backlogs, and maintaining release and delivery timelines while flowing workflow methodologies
- Eliminated the need for project managers to manually enter data into two separate systems (Aha! and Azure DevOps) by integrating the two systems so data only needed to be entered once, increasing project manager's efficiency by 15%
- Leveraged Confluence for centralized documentation management, enabling collaboration on project plans, technical specifications, and knowledge sharing among team members.
- Utilized Jira for efficient project management and issue tracking, implementing agile workflows, task prioritization, and progress tracking to ensure timely project delivery and alignment with organizational goals.

Engineering USA

2020 – 2022

Software Consulting Firm

Software Consultant**Client: Siemens**

- Developed add-on software package to Siemens NX and previous versions (NX1987 - NX2206) to enable users to design non-circular models
- Improved response time in Siemens NX system by refactoring code base, thus improving user productivity

Client: General Dynamics Electric Boat

- Developed software that eliminated data loss for two departments working in succession but using different drafting systems.
- Designed and implemented change management plans for new software rollouts, including crafting communications and training materials that facilitated a smooth transition.
- Built and Maintained Robotic Process Automation (RPA) software to allow engineers to link new and legacy systems and run on virtual machines

EDUCATION

B.A: Computer Science, University of Rhode Island; Kingston, RI

2015 - 2020

GPA: 3.69

ACADEMIC ACCOMPLISHMENTS

Awards: Dean's list | Magna Cum Laude

Leadership: Student Senate | Computer Science Department Lead Teaching Assistant

Service Projects: Rhode Island Department of Education Mentor