Kevin J Truong

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Professional Summary

Experienced program manager with versatile skill set and expertise in customer empathy and UX. I have successfully led multiple distributed cross functional teams through SDLC execution through using agile or waterfall methodologies. Equally adept at the details (drafting requirements, deep data analysis) and the big picture (strategy, roadmap). Proficient in collaborating and communicating with stakeholders at all levels.

- Led 4 major UX (UI and workflow) redesigns that were positively received by user base of 25,000+
- Successfully managed 2 multi-year re-architectures and data center migrations to modernize critical legacy systems
- Experience in managing software development in engineering (manufacturing, electrical, visualization) and finance (compensation, royalties) domains

Professional Experience

Program Manager & Designer - Microsoft   4/2019 – 5/2023
Responsible for Microsoft Royalties Partner Experience

- Conducted competitive analysis and user research (remote and in person interviews and surveys) to establish data informed vision, roadmap, and action plan which resulted in a redesigned partner portal that improved user experience KPI 24%
- Led the development of new platform features, resulting in a 142% increase in platform payout amount
- Designed user flows and UI elements to support the development of new features
- Managed and expanded the design library to ensure consistency across the product
- Oversaw the digital transformation of invoice and journal entry processes resulting in economic benefit of 2M+ due to elimination of manual tasks/errors and applying optimal payment terms

Program Manager - Microsoft   8/2018 – 4/2019
Responsible for seller facing component of Incentive Compensation system

- Improved overall seller experience for 22,000+ users, driving 12.5% positive user rating increase on usefulness and accuracy
- Redesigned dashboard achieved 94% positive sentiment and 4.5/5 star rating
- Developed vision and roadmap for service line, and drove user research strategy and execution to inform design decisions

IT Project Manager - The Boeing Company   7/2014 – 8/2018
Responsible for multiple engineering system domains

- Drove strategic planning and road mapping balancing development of new capabilities, optimization, and maintenance
- Effectively managed budget, resources, vendor contracts, and risks while also creating and overseeing integrated project and resource plans.
- Successfully led global cross functional project team of 60+ members and 5 vendor partners through agile transformation (ceremonies, tools, KPIs) as PM and scrum master
- Shepherded new capabilities through all phases of SDLC with no major post-production issues
- Led the migration of portfolio hardware infrastructure to new data center, achieving on-time and on-budget delivery

- Partnered with stakeholders across the largest IT organization (4000+ applications) to create and implement (service management, communication, training strategy) a framework to manage all development initiatives.
- Coached and mentored project managers

Systems & Data Analyst - The Boeing Company   6/2010 – 7/2014
Applied Boeing Program Management best practices to $10M portfolio of visualization applications
- Oversaw and forecasted program budgets and resources, ensuring optimal resource allocation
- Implemented risk, issue, and opportunity management
- Applied earned value management to track program progress, which enabled data-driven decisions
- Analyzed end user support (stakeholders, process, and tickets) and implemented tiered support model, solving 63% of tickets before they reach key SMEs.

Information Systems Rotations Participant - The Boeing Company   6/2008 – 6/2010
- Led new process definition and process improvement projects across the IT organization
- Conducted user research and analyzed empirical data to identify user needs

Education / Certificates

University of Washington   2010 – 2012
M.S. Human Centered Design & Engineering
Certificate in User-Centered Design

University of Washington, Bothell   2005 – 2008
B.A. Business Administration
Concentration in Technology and Innovation Management

Certified ScrumMaster (CSM)
Scrum Alliance

SAFe 4 Certified Product Owner/Product Manager
Scaled Agile