

# Kevin J Truong

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## Professional Summary

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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 redesigns that were positively received by user base
- Successfully managed 2 multi-year re-architectures and data center migrations of critical legacy systems
- Experience in managing software development in engineering (manufacturing, electrical, visualization) and finance (compensation, royalties) domains

## Professional Experience

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### **Program Manager & Designer - Microsoft**

**4/2019 – present**

Responsible for Microsoft Royalties Partner Experience

- Conducted industry and user research to establish vision and roadmap
- Led the development of new features, resulting in a 142% increase in platform payout
- Redesigned partner portal improved user experience KPI 24%
- 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

### **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**

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**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