Kevin J Truong

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# Experience

# Program Manager & Designer - Microsoft (4/2019 – present)

Product Owner 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)

Chief Product Owner 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

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# IT Project Manager - The Boeing Company (7/2014 – 8/2018)

* Portfolio Management: Managed manufacturing and electrical engineering apps. Championed new capabilities, collaborated with technical teams, and executed delivery plans.
* Mainframe Replacement: Led global team, partnered with 5 vendors, executed integrated project plan, facilitated Agile transformation, implemented KPIs, and mentored PMs.
* Technology Evaluation: Led cross-functional teams through build vs buy analysis.

# Systems & Data Analyst - The Boeing Company (6/2010 – 7/2014)

* Applied Boeing Program Management best practices to $10M portfolio of applications

# Information Systems Rotations - 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