

# Mai Le

Software Engineering Leadership | Product Management | ML/AI

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Mai Le has 14+ years of experience in the software industry, with more than 10 years in project/program management and 4 years in an executive role of a 1000-employee organization. She is capable of running programs at a large scale with distributed teams, working with multiple stakeholders to deliver successful products. She has got experience working in different stages of software products from product ideation, development and testing to operation and support. With her soon-to-be-completed Master's degree in Data Science (end of June 2021), Mai Le is ready to get back to the workforce with great enthusiasm and well-equipped skills.

## EDUCATION

### Master of Data Science - University of British Columbia, Vancouver, Canada

SEPTEMBER 2020 - JUNE 2021 - Current GPA: 95/100

- An accelerated 10-month program emphasizing computer and statistical skills to apply meaning to data, with opportunities to work with real-life data sets (including a 2-month industry capstone project).
- **Highlight courses:** Supervised Learning I & II, Unsupervised Learning, Advanced Machine Learning, Spatial and Temporal Models, Web and Cloud Computing.

### Bachelor of Engineering, Computer Science & Engineering (Valedictorian - University Gold Medal) - VNU, Ho Chi Minh - University of Technology, Vietnam

SEPTEMBER 2001 - MARCH 2006

# PROFESSIONAL CERTIFICATES

[Professional Scrum Product Owner I - Jan 2021](#)

[Scaled Professional Scrum - Jan 2021](#)

## WORK EXPERIENCE

### **KMS Technology, Vietnam — Vice President of Delivery**

*[KMS Technology](#) is a leading provider of software development, testing services, and consulting. Based out of Atlanta, GA with offices in California and Vietnam, KMS helps Private Equity firms and their portfolio companies to accelerate the delivery of innovative software solutions and make offshore outsourcing easier and more effective. Services and offerings include microservices, application transformation, DevOps, continuous testing, API testing, customer experience testing, performance & load testing, custom software development, data & analytics, application maintenance & support, software development consulting, mobile app development, cloud migration services, and continuous delivery.*

JUNE 2018 – FEBRUARY 2020

- Manage a Business Unit of 150–200 software developers and testers, providing consultancy advice on software development processes and supplementing engineering effort to implement product roadmap for US software companies.
- **Achievement Highlights:** exceeded revenue growth, people retention and delivery quality goals for 2 consecutive years.

### **KMS Technology, Vietnam — Director of Delivery**

APRIL 2015 – JUNE 2018

- Planned and executed multiple highly complex software development projects in parallel.
- **Achievement Highlights:** formed and executed a 120–engineer program with 10 Scrum Teams working on 3 different products in parallel for a SaaS restaurant management platform, worked closely with product managers to manage and prioritize product backlogs ([more info](#)).

### **KMS Technology, Vietnam — Senior Engineering Manager**

JANUARY 2013 – APRIL 2015

- Planned and executed multiple software development projects, team size ranged from 30 to 60 engineers.
- **Achievement Highlights:** achieved an average of 4.3 score (5–point scale) for Customer Satisfaction.

## KMS Technology, Vietnam — Engineering Manager

SEPTEMBER 2010 – JANUARY 2013

- Managed Customer Support team of 30 engineers for an e-commerce solution provider.
- **Achievement Highlights:** Net Promoter score of our client improved by 50% after 1 year of transitioning customer support service from a former vendor to us ([more info](#)).

## Catglobe, Vietnam — Production Manager

*Catglobe, Vietnam was a company specialized in customer relationship management systems and tools for market research surveys, its business was closed in 2010.*

NOVEMBER 2008 – AUGUST 2010

- Led a team of 4 data consultants in implementing and customizing CRM systems.

## Catglobe, Vietnam — Team Leader

OCTOBER 2007 – NOVEMBER 2008

- Led a team of 5 developers and testers to develop features of a CRM system.

## Catglobe, Vietnam — Senior Developer

APRIL 2006 – OCTOBER 2007

- Designed and implemented complex modules of a CRM system.