

# MATTHEW THAOKHAMLUE

## TECHNICAL PRODUCT MANAGER

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### SUMMARY

Technical Product Manager with 5+ years of experience driving AI-powered innovation in health analytics and laboratory informatics B2B SaaS platforms. Proven expertise in API integrations, AI solution development, and cross-functional team leadership, with a demonstrated ability to accelerate product release cycles and deliver user-centered solutions. Passionate about transforming complex technical challenges into practical products that address real user pain points and drive business value.

### SKILLS

**Technical Skills:** Vibe Prototyping with AI • User Research • Cloud Computing • Python for Automation • API Integrations • Machine Learning • Artificial Intelligence • Microservices Architecture

**Product Management skills:** Vibe Designing with AI • UAT with End Users • Product Roadmap Planning • Stakeholder Management • Agile Methodologies

### PROFESSIONAL EXPERIENCE

**Technical Product Manager | Labforward GmbH | Berlin, Germany**

**November 2024 – Present**

Transitioned to Labforward following the acquisition of LabTwin, continuing product role while expanding into intelligent and automated workspace solutions.

**About the Company:** Labforward transforms laboratories into intelligent workspaces through smart digital solutions, serving research institutions and pharmaceutical companies globally.

**Position Overview:** Collaborate with Chief Product Officer and customer-facing teams to develop product roadmaps that address customer pain points while aligning with strategic business objectives. Lead design and UX research teams during product discovery phases, ensuring features deliver exceptional user experiences. Partner directly with engineering leadership to define technical scope and project timelines, overseeing development cycles to ensure timely delivery of high-quality solutions.

#### Recent accomplishments:

- Pioneered Vibe Prototyping methodology, enabling rapid transition from concept to functional prototype, reducing ideation-to-validation cycles from weeks to hours and facilitating clearer stakeholder discussions around desired outcomes.
- Enhanced cross-functional collaboration between designer, 6 engineers, and 2 customer support members, focusing efforts on end-user priorities and resulting in significantly increased user engagement and a major client contract renewal worth \$500k.
- Led product discovery sessions to identify the well-fitted solutions (doing the right things) and conducted user research and product validation with end users to ensure optimal implementation (doing things right), maintaining high app usage satisfaction rates.
- Led Business Intelligence team of 1 data analysts and 1 full stack engineer to build ETL pipeline (Segment.io) and business intelligence dashboard (Metabase) covering all app usage analytics, enabling data-driven decision making for internal product teams and providing monthly valuable insights to customer business stakeholders.

## Technical Product Manager | LabTwin GmbH | Berlin, Germany

January 2023 – November 2024

Joined LabTwin to focus on AI/ML product development and expand technical expertise in conversational AI for scientific applications.

**About the Company:** LabTwin builds AI-powered smart lab assistants for faster and higher-quality scientific discovery, serving pharmaceutical and biotech research laboratories worldwide.

**Position Overview:** Orchestrated complete product lifecycle management, leading cross-functional teams to deliver innovative AI-powered solutions efficiently. Spearheaded strategic API integration projects and co-led advanced NLP/LLM implementation initiatives, working closely with data scientists and engineers to prototype and productionize cutting-edge AI/ML solutions.

### Key Accomplishments:

- shaped the new product delivery process together with engineering lead increasing release frequency from 4 to ~12 releases per year, accelerating time-to-market for new developments.
- Co-drive the NLP and speech-to-text model integration projects, achieving ~95% accuracy in scientific domain applications through collaborative work with data and scientific service teams in model fine-tuning processes.
- Successfully delivered 2 major integration projects - Revvity Signals inventory management system and proof-of-concept integration with LabVantage LIMS, expanding platform connectivity and customer value proposition.
- Supported pre-sales initiatives through technical demonstrations and client onboarding processes, directly contributing to lead conversion and customer acquisition efforts.
- Maintained seamless collaboration between engineering, data science, design, and sales teams through detailed documentation, regular communication updates, and strategic alignment meetings.
- Onboarded and mentored a junior product manager and established bi-weekly Q&A on PM knowledge-sharing sessions.

## Product Owner | Thryve GmbH | Berlin, Germany

October 2019 – December 2022

After my advanced studies in Germany, decided to pursue the professional experience in European tech ecosystem and transition into product management role.

**About the Company:** Thryve builds unified APIs for health data integration, serving 100+ customers across insurance, digital health, and academic research sectors, creating a healthier society through data connectivity.

**Position Overview:** Built and strategically shaped SDK product architecture serving 1M+ active users across diverse customer base spanning insurance, digital health, and academic research institutions. Managed comprehensive product lifecycle including delivery, customer success, and stakeholder relations while driving organizational growth and development.

### Key Accomplishments:

- Successfully built and launched SDK serving over 1 million users across 100+ health industry customers, establishing Thryve as key player in health data integration market.
- Contributed to company growth reaching €1M ARR through strategic product development, customer success initiatives, and market expansion efforts.
- Played central role in team expansion from 7 to 35 members across seven specialized teams, facilitating organizational growth through structured onboarding, comprehensive training programs, and mentorship initiatives.
- Led development and implementation of 10 major data source integrations including Oura Ring, Whoop, Omron Wellness, Samsung Health, as well as expanding existing platform capabilities (Fitbit, Garmin, Apple Health, and Google Fit, Withings) to match customer needs and expectations.
- Established and led Thryve Academy, creating comprehensive training and mentorship programs for new employees, ensuring consistent knowledge transfer and professional development across organization.
- Successfully managed product development, delivery coordination, customer success operations, and stakeholder relationship management simultaneously, maintaining high performance across all domains

Gained 3 years in total of professional experience in big-4 companies, before pursuing advanced studies in Germany. Prior to EY, I've also worked in Transfer Pricing tax consulting department at KPMG Thailand.

**Position Overview:** Contributed to consulting teams delivering professional services focused on Corporate Risk Management and Business Process Improvement for key client accounts across diverse industries.

**Key Accomplishments:**

- Collaborated effectively with project team members, providing analytical support and contributing to project deliverables while helping to monitor progress and identify potential risks.
- Assisted in preparing presentations and analysis for senior management meetings with clients' executive teams, supporting strategic discussions and business development efforts.
- Conducted market research and competitive analysis, delivering insights that supported project execution and informed client recommendations.

**EDUCATION****Master of International and Development Economics****2018-2019**

Hochschule für Technik und Wirtschaft Berlin | Berlin, Germany

- German Grade: 1.7 (Good)
- Thesis on "Technological Change and Human Capital Transformation in the Banking Sector in Thailand" - Analysis of technology adoption impact on workforce evolution and reskilling requirements

**Bachelor's Degree in Economics****2010-2014**

Chiang Mai University | Chiang Mai, Thailand

- Major in econometrics and quantitative economics
- Standard GPA: 3.74

**CERTIFICATIONS****Cloud & Technical Architecture**

- [Azure Solutions Architect](#) - **Microsoft Azure**
- [AWS Solutions Architect](#) - **Amazon Web Services**
- [Azure Administrator](#) - **Microsoft Azure**
- [Azure AI Fundamentals](#) - **Microsoft Azure**

**Product Management & Agile**

- [Google UX Design](#) - **Google**
- [Professional Product Owner](#) - **Scrum.org**
- [PMI Agile Certified Practitioner \(PMI-ACP\)](#) - **Project Management Institute**

**Data & Analytics**

- [Google Business Intelligence Certificate](#) - **Google**

**REFERENCES**

1. **[Paul Burggraf](#)** (Founder at Thryve)
2. **[Jeroen de Haas](#)** (CPO at Labforward GmbH)