Detail-oriented, problem-solving, critical thinking, and data-driven.

Love to learn, enjoy helping others, and obsess with making the world a better place.

SKILL

Project Management: Jira, Slack, Agile (Scrum and Kanban).

Analytics & Product: Excel, Google Sheet, SQL, Zoho Desk, Figma, Miro.

Language: English (fluent), Vietnamese (native speaker).

Programming & Syntax: C#, JavaScript, HTML, CSS.

AWARD

FPT Telecom, *2021*
Super Foxers - Most Excellent Individuals in Q1

University of South Florida, *2018*
Dean's List

EDUCATION

University of South Florida, *2019*
Bachelor of Science in Business Analytics & Information System
Major GPA: 3.86
Overal GPA: 3.47

HAVE YOU VISITED MY PORTFOLIO?

tinyurl.com/huyenthanhtram

Huyen Thanh Tram

PROJECT MANAGEMENT | PRODUCT DEVELOPMENT

A tech juggler who turns limited resources from multiple stakeholders into straightforward requirements for developers, testers, and designers to collaborate on delivering products with the best user experiences.

hnamilzy@gmail.com | +84932996643 | Vietnam (willing to relocate)

EXPERIENCE

LIVE STREAMING STARTUP, D.1, HCMC, VIETNAM
Project Manager   *Jun 2022 - Present*

- Define a workflow that reduces unnecessary communication time but keeps everyone on the same page.
- Customize Jira with needed fields and automation rules to improve the workflow.
- Plan and organize release versions for the development team, including setting deadlines, prioritizing tasks, and assigning team members to various deliverables.
- Supervise the development of the project and ensure that team members are carrying out their tasks efficiently.
- Report project updates consistently to various stakeholders.

FPT PLAY, D.7, HCMC, VIETNAM
Product Team Lead   *Sep 2021 – Jun 2022*

- Synthesize information from cross-functional teams (Business Development, Marketing, Customer Service, etc.).
- Manage product roadmaps for the FPT Play app on 6 platforms: iOS, Android mobile, Android TV box, smart TV Android, smart TV HTML, and website.
- Cooperate with foreign third-party partners (Google, Netflix, LG, etc.) to comply and deliver the best UX:
  - ➢ Switch the FPT Play app to consumption mode on Android TVs.
- Assign, keep track, and support product development specialists doing product development tasks.

Product Development Specialist   *Sep 2020 – Aug 2021*

- Conduct market and user research.
- Formalize new ideas based on research.
- Design product wireframes to showcase to managers and transfer ideas to UI designers.
- Define product requirements by writing product description documents with full flow and UI.
- Manage product backlogs and follow the product development life cycle:
  - ➢ Optimize the next video and recommendation feature for FPT Play on all platforms.
  - ➢ Create the electronic program guide on the smart TVs and Android TV box.
- Coordinate with the QC team to write clear test cases and perform user acceptance testing.