KHOI HUYNH

CERTIFICATIONS

Generative AI for Executives and Business Leaders
By IBM (Coursera)

Google Data Analytics Certificate
By Google (Coursera)

Software Product Management
By Univeristy of Alberta (Coursera)

SKILLS & TOOLS

RESTful API · B2C SaaS · Postman ·

Product Management · SQL ·

Technical Expertise · Market Research ·

Stakeholder Management ·

Business Knowledge · Priority Management ·

UI/UX Principals · Excellent Communication ·

Interpret Data · Negotiation ·

Documentation · JIRA · Asana · Agile Scrum ·

Figma · Salesforce · Azure Dev Ops · Miro

LANGUAGES

English	Native	●●●●●
Vietnamese	Proficient	●●●●○
French	Intermediate	●●○○○

Product Manager / Program Manager

📞 +84 862693610   @ khuynh09@hotmail.com   🔗 linkedin.com/in/khoi-huynh

EXPERIENCE

Program Manager / Solution's Architect
08/2023 - Present

The Access Group   HCMC, Vietnam

Led the development and customization of recruitment software solutions for +30 customers, driving feature enhancements and ensuring quality data services such as migrations, cleansing, and cloning, and acting as a consultant by quoting prices for these services.

- Promoted the value of custom features and data services, contributing to an additional $100,000 in revenue to the overall business within the first three quarters.
- Rescued 7 customers in escalation from potential churn within the first 3 months by engaging with them to understand needs, coordinating bespoke solution delivery, and enhancing satisfaction, including our largest client brining in over $1m/year in ARR.
- Managed and resolved high-priority escalations, transforming 8 dissatisfied customers into advocates, improving the overall customer satisfaction score by an average of 30%.
- Identified client pain points, led development team in delivering enhancements, achieving a 25% increase in feature adoption and ~95% improvement in client productivity and satisfaction for new features.

Product Manager
06/2021 - 05/2022

Judge.me   HCMC & London

Reported to the Senior PM and CEO in a startup environment. Lead a B2C SaaS app that allows +200k merchants to build trust with social proof from user-generated content.

- Applied customer, market, and internal data to make data-driven decisions to grow monthly installs by 15% in Q3-2021 by restructuring app listing, speed optimizations, and new features for underserved customer needs.
- Implemented an announcement banner to increase engagement and awareness with customers by sharing tips, announcements, and promotions. This resulted in more subscription conversions which grew revenue by 6%.
- Successfully forged strategic partnerships with Google, Shopify, and SquareSpace increasing revenue streams by utilizing exclusive deals and partnership programs. Expanded target audience reach by 3.5m users, adding functionality and driving growth.
- Worked with cross-functional teams to revamp UI/UX to decrease churn rate by 3% in Q3-2021 by applying A/B tests, highlighting core features in the onboarding process, and using tools such as Hotjar's heatmap to determine pain points.

Technical Product Manager
10/2019 - 06/2021

Yas Digital   HCMC & Hong Kong

Led the development of an insurance-tech app from ideation to MVP in 3 months, growing the team from 2 to 8 within a year.

- Increased retention rate by ~10% by implementing a loyalty points system for user interactions.
- Boosted conversion rate by 22% by optimizing UI/UX to reduce customer journey friction.
- Saved 95% development time by leveraging third-party APIs through thorough technical research and documentation review.

Software Application Developer
09/2018 - 02/2019

i-Sight   Ottawa, Canada

Software Developer Intern
05/2018 - 09/2018

Sarana Yukti Bandhana (SYB) Online   Jakarta, Indonesia

Software Developer / Associate Project Manager
12/2016 - 04/2018

TelASK Technologies   Ottawa, Canada

EDUCATION

Master of Business Administration (MBA)
2021 - 2023

Western Sydney University (HCMC Campus)

B.Sc of Computer Science (Honors), Mgmt. & Business Systems
2014 - 2019

Carleton University

- Co-founder & Vice President of the Carleton University Photography Club (CUPC)