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# Kevin Nguyen

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## EXPERIENCE

### **FutureSight, Toronto** - *Director, Venture Development & Product Management*

Sept 2021 - PRESENT

Startup Studios are a programmatic approach to building venture scale business.

This is a leadership role where I am directly accountable for the Venture Development team on ideating, shaping and validating B2B SaaS ventures. We are taking new ideas, pressure testing if there is an underserved need in the market and delivering solutions to drive to customer's outcomes.

Accountable for the validation process to ensure our team and founders are connecting with Customers to ensure our solution is valuable, viable and feasible.

- 50% reduction in time from 12 months to 6 months to reach Go/No-Go stage to invest in a new SaaS venture without affecting the confidence in the business model.
- Developed an AI-Agent tool to research competition and other companies to provide the team with the universe-wide view of any target industry

Work with our Entrepreneur-In-Residence in developing their go-to-market pipeline to ensure the product vision is informed through real customer problems and desired outcomes.

- Building the process and playbooks for the teams to ensure we are delivering a standard, effective product to our Entrepreneurs and other stakeholders.
- Increase the NPS score of our Entrepreneur-In-Residence from 5 - 8 since taking over the team and leading Venture Analysts
- Mentored Founders and Venture Analysts in best practices for customer discovery and validation

Develop the Product and Development org at FutureSight to ensure that we are able to bring software products to market.

- FutureSight plays a core product role in our ventures which includes informing the product strategy in the early days of the companies.

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- Collaborate with customers, founders and development team to scope the Product roadmap, infrastructure and technical development plan
  - Ensure the product development timeline and features are aligned to the business goals that were identified in the go-to-market phase of new venture creation.

Through this role I have played the early co-founder and lead Product role for the companies below in building the initial product, some of which are in the market and generating revenue.

- Landslo (Sunsetted) - Enabling Real-estate with AI-Powered SMS chatbots to qualify and warm leads
- [Crewscopes](#) - Empowering construction crews with reward programs to meet their milestones while respecting their autonomy to execute on their work.
- [Medibanx](#) - Rare Disease patient data platform to help pharma and biotech aggregate and query longitudinal patient data with an AI-chat interface.
- [Addie](#) - Saving highschool school counsellor's time and creating a more equitable world for all students pursuing post-secondary education
- [Untrap](#) - Building a system of intelligence on top of IT ticket data. Untrap finds and organize insights from the mass of unstructured data in IT ticketing systems turning them into actionable insights.

### **FutureSight, Toronto- *Entrepreneur-In-Residence, RoadVision***

November 2019 - January 2020

As an entrepreneur-in-residence, I ideated and validated opportunities which I believed would make for an impactful venture with the goal of forming and operating a B2B SaaS company.

- RoadVision was a idea that came from my time building products for municipal governments
- Through prospect interviews I identified that there was a need for small and midsize municipalities to improve their road defect identification process.
- Aligned with this need was the release of LiDAR enabled cameras in off-the-shelf devices such as iPads. This allowed us to build a computer vision app to scan the roads using cost-effective vehicles compared to six-figure custom built LiDAR vans currently deployed.
- Generated wireframes, mock-ups, clickable prototypes and sales deck to test product features, pricing and business model
- Worked with developers, and research students to build early demos of the product to prove that computer vision could deliver the fidelity needed.
- Iterate and pivot the business model, feature or pricing based on the learnings from the interviews and demos.

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I chose to wind down this venture because the technology at the time was too immature to deliver the fidelity needed and that the costs to deliver the value was lower than then potential revenue from customers.

### **Fiix CMMS, Toronto** - *Senior Product Manager*

January 2021 - July 2021

Fiix CMMS provides maintenance management software for maintenance across a wide range of industries. I managed the Work Order Management group. My tenure here was focused directly on deploying a modernized micro-service oriented product to market

Ensured that new feature development aligned to product strategy and new micro-service oriented features shipped seamlessly to customers.

- Within 6 months, captured requirements of the existing domain boundaries for Work Order Management, translated them to functional and non-functional requirements and deployed them to live customers.
- Defined the prioritized OKRs and managed communication of the product roadmap
- Collaborated with stakeholders across the organization to ensure solutions delivered the outcomes expected.
- Contributed to the product documentation to ensure users and customers could use and engage with our new product features.
- Tracked user analytics through Customer Insight tools to ensure development was data-driven

### **SchoolMessenger, Toronto** - *Senior Product Manager*

Sr. Product Manager: Sept 2015 - Nov 2019,

Product Analyst: July 2013 - Sept 2015

With over 1400 clients, SchoolMessenger is one of the leading k12 communications providers in North America. I managed the CMS product with additional markets in healthcare and municipalities.

Led the CMS platform that allows schools, cities and healthcare facilities to build and manage their public websites. The CMS was rebranded for use in [CivicLive](#) and [Televox](#)

- Identified growth and cross-sale opportunities internal and external to organization leading to a 30% growth in 2017.
- 15% increase in retention after validating bets from internal analytics with client outreach.
- Led development of integration between 3 core products (CMS, Mobile and Notifications) for a unified customer experience with cross-product notifications

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- Delivered AI Enabled Mail Monitoring product to market. SafeMail proactively observed student inboxes for signals of distress and alerted the proper guardian, teacher or authority based on severity and impact.

Developed end-to-end product plan and roadmap to ensure timely and effective delivery of the application.

- Standardized the process for gathering input from the cross functional team and created a template for consistent feedback.
- Developed templates for writing stories and documented the bug triaging process.

Facilitated system design and architecture discussion with cross-functional team of Lead Architect, Development Manager, Customer Success Reps and QA

- Managed a multi-year project to 'replatform' our legacy software via strangler pattern by incrementally updating features to microservices.
- Ensure the CMS platform was able to manage millions of incoming requests per day and response time was not affected due to seasonal dynamics of school website needs.
- Oversaw implementation of CDN to increase end-user performance.
- Implemented horizontal scaling as the customer base grew 30% over 2 years.

## EDUCATION

**Toronto Metropolitan University (Ryerson), Toronto** - *Information Technology Management*

Sept 2008 - May 2013

### Highlights

- Dean's List 2011-2012
- Partnered with Scotiabank for final year project to develop data mining and reporting system

### Completed Coursework in Major includes:

- Systems Analysis and Design (UML, OOP)
- Relational Database Design
- Information Security Engineering
- Business Design and Process Improvement

## Tools / Technical Knowledge

### Tools

JIRA, Confluence, Visual Studio, TFS, GIT, Visio, LucidChart, NewRelic, Segment, Gainsight CX, Gong,

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**Framework / Cloud Services**    NodeJS, Bootstrap, AngularJS, .NET, IIS, AWS, Pivotal

**Languages**                            JS, HTML/CSS, SQL, Python

## Interests / Personal Projects

- Designed, 3d printed and wrote firmware a custom mechanical keyboard
  - <https://github.com/itskevin-zz/ndk-keyboards/tree/master/ndk40>
- Woodworking
- Rock Climbing / Alpinism