

# Kevin Nguyen

*Sr. Product Manager*

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## Experience

2015–Present **Sr. Product Manager**, *SchoolMessenger* / *West Corporation*, Toronto, ON.

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

- Lead the CMS platform that allows schools, cities and healthcare facilities to build and manage their public websites.
  - 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.
  - Increased revenue per client by 8% after introducing features to streamline implementation process.
- 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.
- Introduced SCRUM to software development life cycle and provide day-to-day coordination to the team of 13 Developers, 3 QAs and 1 Designer.
  - Facilitated SCRUM within the Scaled Agile Framework to ensure alignment across the larger organization.
  - Successfully transitioned the team from TFS and SVN to JIRA and GIT.

### **Product Analyst/Manager** (2013-2015)

- Prior to being promoted to the Product Manager of the CMS, I was the Product Analyst for the CMS and its Sister Brand: Talentova.
- Developed the Accessibility initiative for the product to ensure ADA standards were met to address market and legal requirements for education and government websites.
- Owned and delivered the Innovation Management Product. A crowd-source ideas engine to be used in closed ecosystems to generate ideas and facilitate project teams.

## Education

2008–2013 **Information Technology Management**, *Ryerson University*, Toronto, ON.

### Highlights

- Dean's List 2011-2012
- Partnered with Scotiabank for final year project to develop new 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

**Framework / Server** React, Bootstrap, AngularJS, .NET, IIS, AWS, Pivotal

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

**Databases** MSSQL, MYSQL

## Interests/Personal Projects

- Rock Climbing
- Woodworking
- IoT
- 3D Printing