

ANH NGUYEN

Product Owner | Business Analyst | Product Team Lead | PMP®

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SUMMARY

Product Owner with 4+ years of experience in e-logistics and digital platforms across Southeast Asia, delivering scalable products for 3M+ users and collaborating with cross-functional teams to drive product decisions. Strong expertise in Agile delivery and customer-centric design. Fast-tracked into Product Team Lead (Leader Under 25), owning product direction at scale.

WORKING EXPERIENCE

Product Operation Analyst 📅 08/2025 - Present 📍 Singapore (Remote)

99Tech Pte. Ltd. | Global gaming technology company (operating in 12 regions, serving 1M+ users)

- Led product initiatives to optimize customer support workflows across Thailand, Singapore, and the Philippines on consumer platforms and operational websites serving 1M+ users, improving regional support coverage and response efficiency.
- Collaborated with the engineering teams to deliver UX/UI improvements for internal management systems, streamlining workflows for operational teams across 100 providers.

Product Team Lead (Leader Under 25) 📅 02/2024 - 08/2025 📍 Hanoi, Vietnam (Onsite)

Giao Hang Tiet Kiem JSC (ghatk.vn) | Leading e-logistics company in Vietnam (30,000+ employees, 1B+ packages delivered)

- Owned product lifecycle and roadmap planning for 3 express delivery services handling 1M+ packages/day, driving 5% MoM revenue growth.
- Drove backlog prioritization for 30+ weekly tasks, using RICE and impact-effort frameworks to prioritize high-impact features improving courier productivity and optimizing shipping costs.
- Led a 5-member team to drive product enhancement and training initiatives, delivering 5 key projects annually for scalable mobile and web platforms supporting 2,000 couriers, 3M+ sellers, and 200 internal operators.
- Managed end-to-end Agile delivery, driving on-time execution of flagship product initiatives through collaboration with 50-member cross-functional teams across engineering, UX/UI and operations.
- Defined and tracked product KPIs using SQL and Power BI, analyzing user behavior and operational performance across 30,000+ couriers.

Product Owner/Business Analyst 📅 09/2021 - 02/2024 📍 Hanoi, Vietnam (Onsite)

Giao Hang Tiet Kiem JSC

- Owned the end-to-end development of 2,000 courier applications and collaborated with stakeholders to document business requirements, producing UX/UI mock-ups, functional diagrams, and technical documentations (SRS/PRD).
- Led product discovery analyzing 3M+ customer and 2,000 courier data across logistics operations (import/export, fulfillment). Built real-time dashboards in SQL and Power BI to track product metrics, improve customer loyalty and courier productivity, reducing analysis time by 80%.

Business Analyst 📅 01/2021 - 05/2021 📍 Hanoi, Vietnam (Onsite)

FPT Information System JSC (fpt.com) | Leading Vietnamese IT services company (2B+ USD annual revenue, operations across 30+ countries)

- Defined technical documentation and requirements for building an operational tracking website used by 300 managers across 53 cities.
- Developed real-time production and sales dashboards using Power BI to support C-level decision-making.
- Utilized SQL for complex data querying and designed data warehouses using dimensional modeling, improving the usability of operational data across 10,000 manufacturing models.

PROJECTS

- **XFAST - Express Delivery Services | Giao Hang Tiet Kiem JSC** - Owned end-to-end product development from ideation to go-to-market for 1-2 hour delivery services, handling 100k+ packages/day and achieving 4.9 customer satisfaction.
- **The Heady Day - Social Media Channels | Personal Project** - Built and managed social media channels, creating content on studying in Sweden, reaching 2M+ views on Threads and 1M+ on TikTok within 4 months.
- **Neural Networkers - Student Association & Community Building | University of Gothenburg** - Led planning and execution of 10+ social and networking initiatives, engaging 100+ students across three academic programs and driving cross-program participation.

EDUCATION

Project Management Professional - PMP® | Project Management Institution (PMI) 📅 07/2026

- Focus: Project Integration, Agile/Hybrid Delivery, Stakeholder Management, Risk, Schedule & Cost Management

MSc. in Digital Leadership | University of Gothenburg 📅 2025 - Present 📍 Gothenburg, Sweden

- Focus: Product Strategy, Agile Delivery (Scrum), Product Governance, Stakeholder Management, Innovation & Entrepreneurship

BSc. in International Economics | Foreign Trade University (GPA: 3.65/4.0 - High Distinction) 📅 2018 - 2022 📍 Hanoi, Vietnam

- Focus: International Economics, Data Analysis & Statistics, Financial Analysis, Project Management

AWARDS

Swedish Institute Scholarship Pioneering Women in STEM | Awarded by the Swedish Government 📅 2025 -2027

- Full-ride scholarship for future female STEM leaders; highly competitive (52/8,500 selected)

Employee of the Year | Awarded by Giao Hang Tiet Kiem JSC 📅 2023

- Top 1% employees in Product and Data Center for outstanding performance and contributions

Outstanding Graduates Award | Awarded by Vietnam Foreign Trade University 📅 2022

- Top 5% graduated students with outstanding academic performance and leadership

Academic Excellence Scholarships | Awarded by Vietnam Foreign Trade University 📅 2018-2021

- Merit-based tuition scholarship based on top-ranked academic performance (10/300 students)

SKILLS

- **Product Skills:** Product Strategy & Roadmapping, Agile Delivery (Scrum), Backlog Prioritization, Stakeholder Management, Requirements Definition (PRD/SRS), Data Analytics, KPI Tracking & Product Metrics, UX/UI Design Collaboration
- **Technical Skills:** SQL, Python, Power BI | **Tools:** Jira, Confluence, Figma, Draw.io
- **Languages:** English (Full professional - C1), Swedish (Elementary - A2), Vietnamese (Native)