Thao-Lan NGUYEN HOANG



PRODUCT & DELIVERY LEADER •
LEAN OPERATIONS • PEOPLE FOCUS

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LinkedIn: **linkedin.com/in/thaolannguyenhoang**

Experience: 12+ Years in Tech, Product
Credentials: EMBA, PSPO
Languages: Vietnamese, English, French
Availability: Immediate • Hybrid / Remote

EXECUTIVE OVERVIEW

Versatile Product, Project, and Operations Leader with 12+ years of experience uniting user-centered product discovery, multi-vendor program delivery, lean process design, and organizational scaling across Vietnam, France, and New Zealand. Grounded in a Computer Science degree and Executive MBA, I build high-trust teams (scaling operations from 20 to 120 FTEs), shape products that grew 6× year-over-year, and establish quality-obsessed governance systems that connect strategy, engineering craft, and measurable business outcomes.

CORE LEADERSHIP & OPERATIONAL COMPETENCIES

- Operations Scaling (20 → 120 FTE)
- Lean Process & PMO Architecture
- 3-Tier Build-Operate-Transfer (BOT)
- People Development & Coaching
- Product Discovery & Strategy (PSPO)
- Cohort Telemetry & A/B Testing
- Evidence-Based Management (EBM)
- Quality Excellence & CAB Governance
- Multi-Vendor & Banking Programs
- Business & Engineering Tech Bridge
- Pre-Sales Scoping & Milestone Sync
- Innovation Culture (MIT 6 Blocks)

PROFESSIONAL EXPERIENCE

Senior Manager of PMO & Acting Head of PMO

Jun 2022 – Nov 2025

Datum Consulting (New Zealand & Vietnam)

- **Organizational Scaling & Lean Process Architecture (20 → 120 FTEs):** Built and scaled non-engineering and delivery operations (PMO, BA, QA, Data Engineering) from 20 to 120 FTEs, designing lean role frameworks, end-to-end engagement governance (presales, initiation, delivery, post-sales sign-off), and a 3-tier Build-Operate-Transfer (BOT) model for enterprise expansion.
- **Multi-Vendor Banking & Product Delivery (20 to 50+ Scale):** Directed cross-functional squads (Product, BA, QA, Data Engineers, Solution Architects, and external vendors) across Payment Gateway migrations and Banking ETL data platforms, aligning MVP trade-offs with client budgets and strict release quality baselines.

- **Governance, CAB & Financial Predictability:** Instituted Change Assessment Board (CAB) controls and structured impact assessments to prevent scope creep; partnered with Finance on milestone-based delivery and billing synchronization to improve cash-flow predictability.
- **People Development & Innovation Culture:** Designed a multi-dimensional performance review system, standardized Jira and Confluence reporting for executive sponsors, and led a company-wide innovation culture audit using MIT Sloan's Six Building Blocks framework.

Product Quality Manager
Apr 2021 – May 2022

Datum Consulting (New Zealand & Vietnam)

- **Quality-Driven Platform Launch:** Led a 15-member cross-functional squad to design, build, and launch a renewable-energy forecasting and trading platform on schedule and under budget.
- **QA Systems & Talent Acceleration:** Built the end-to-end QA and operational risk governance framework from scratch while co-leading the People Development Incentive Program that supported 100% annual company growth.

Product Manager (Senior Product Specialist)
Jan 2020 – Apr 2021

Zalo Group, VNG (Vietnam)

- **Consumer Product Ownership & Data Literacy (6× YoY Growth):** Owned high-traffic social network features (including the Album experience) from user research through release; analyzed granular feature-level MAU/DAU telemetry, retention cohorts, and A/B experiments to achieve a 6× year-over-year peak in feature engagement.
- **Ecosystem Insights & Root-Cause Diagnostics:** Evaluated merchant and seller behavior patterns to balance commercial activity with user experience, and coordinated rapid root-cause fixes on KPI anomalies across mobile, backend, and infrastructure teams.

Engager (Product Owner + Business Developer) & Acting Head of IT
Nov 2016 – Jun 2019

Officience (Vietnam & France)

- **Multi-Squad Operations & Pre-Sales Commercials:** Led 30 to 40 engineers, BAs, and QAs across concurrent 5-to-10-person delivery, R&D (OBadge), and QA squads serving European enterprise clients; led pre-sales product discovery, technical scoping, and bottom-up estimation that won €500,000 in ITO contracts.
- **Engineering Practices & Capability Building:** Initiated DevOps automation (GitLab CI/CD and Jenkins), built an e-commerce service portfolio (Magento, PrestaShop), and led hiring and mentoring for junior PMs, BAs, and developers.

IT Project Manager
Dec 2014 – Jun 2019

Officience (Vietnam & France)

- **Multi-Platform Product & Project Delivery:** Delivered web and mobile applications (PHP-Symfony, NodeJS, Python, React/Angular, Kotlin/Swift) for French clients, including Engie's internal mentorship platform (300+ active users with Google BigQuery analytics) and a Guadeloupe relay-shipment e-commerce platform.

Business Analyst

Nov 2013 – Dec 2014

Officience (Vietnam & France)

- **Requirement Engineering & Bilingual Bridge:** Translated client business goals into software requirements, user flows, wireframes, and acceptance criteria, connecting French stakeholders with Vietnamese engineering teams.

EDUCATION, CERTIFICATIONS & LANGUAGES

Period / Category	Degree, Credential & Language Proficiency
2024 – 2026	**Executive Master of Business Administration (EMBA)**, Leeds Beckett University & FBS *(Graduated with Distinction)*
2012 – 2013	**Bachelor of Computer Science**, University Paris VI & Pôle Universitaire Français (PUF-HCM), Vietnam
2007 – 2012	**Postgraduate Degree in Industrial Risk Management**, INSA Rouen, France
Certifications	**PSPO** (Professional Scrum Product Owner, Scrum.org)
Languages	**Vietnamese** (Native) • **English** (Full Professional) • **French** (Bilingual) • **Japanese** (Learning)

REFERENCES & ONLINE PROFILES

Channel / Reference	Link & Verification
LinkedIn Profile	https://www.linkedin.com/in/thaolannguyenhoang/
Client & Colleague Endorsements	https://www.linkedin.com/in/thaolannguyenhoang/details/recommendations/
GitHub Portfolio	https://github.com/chocoasaurus

"To be trusted is a greater compliment than being loved." (George MacDonald)