

Kimmi Nguyen

kimmi8@gmail.com
linkedin.com/in/kimmie

Work Experience:

[Tugboat Yards](#), San Francisco CA (Aug 2013 – Sept 2014)

Director Product Management

- Defined product strategy and roadmap focused on audience analytics, marketing tools and online storefronts for publishers.
- Delivered 3x increase in monthly active publishers, worked with head of business development to target publisher pipeline, build case studies and user guides.
- Drove 8% increase in daily transactions by revamping the web and mobile product dashboard, publisher storefront and order management functionality.
- Created wireframes, authored product reqs and managed implementation timelines with engineering.

[Salesforce, Collaboration Cloud: Chatter](#), San Francisco CA (Nov 2010 – Aug 2013)

Senior Product Manager

- Managed roadmap for the social graph, activity feeds, publishing tools and adoption features within Chatter.
- Creator and lead of cross-functional workgroup to build adoption metrics and drive data analysis for feature prioritization within Chatter.
- Prioritized inbound requirements from market: customer advisory boards, focus groups, quantitative analysis of support and engineering escalation histories, internal and commissioned market research and customer calls.
- Conducted roadmap presentations to CXO level at Enterprise customers and partners.

[Six Apart](#), San Francisco, CA (April 2006 – September 2010)

Product Manager

- Major contributor in product team for TypePad, a hosted blogging platform and core revenue-earning product for Six Apart.
- Responsible for features within the publishing console, design templates, profile pages, navigation as well as search infrastructure.
- Also product owner on LiveJournal and Vox. Managed two designers as direct reports. Launched full site redesigns, multiple engagement features including an invite system, inbox messaging, notifications and content verticals.
- Worked with API team on Motion, a stand-alone app for sites to create communities around social media activity and micro-blog posts.

[Looksmart](#), San Francisco, CA (January 2005 - April 2006)

Product Manager

- Managed product roadmap for Looksmart's sponsored search ad technology, inventory management tools and areas of Looklistings Advertiser Center.
- Guided 4 major releases and over 30 maintenance updates focused on key competitive strategies such as improved ad matching and delivery functionality.
- Involved in all aspects of product and project management duties.

[Looksmart](#), San Francisco, CA (May 2001 - January 2005)

Senior Lead SQA Engineer

- Led team through 22 major releases and over 300 patch updates for core products at Looksmart including search infrastructure, ad engine platform, client applications, syndication and white-label products.
- Managed issues and release queues for 9 engineers and assisted tech-ops in production support and post-launch release management.
- Worked in product management support role.

[Looksmart](#), San Francisco, CA (October 1998 - May 2001)

SQA Engineer

- Successfully tested and deployed over 150 n-tier proprietary releases that constructed the initial framework for Looksmart Partner syndication sites.
- Executed black box testing and automated tests via shell scripts on Microsoft and Java platforms (technologies included C++, Java, Delphi, Perl and SQL).
- Assisted in defining and implementing company wide software development life cycle processes.

Education:

- University of California at Berkeley
 - BA Molecular & Cell Biology; 1998
- Professional Training (2000–2006)
 - Intro to Computers & Web Programming; UCB Extension
 - UNIX Operating System CIS 167; City College of San Francisco
 - QA Methodologies & Structured Testing; Interim Technology Consulting
 - UNIX, Part I X426.1A; UCB Extension
 - UNIX, Part II: Shell Programming X426.1B; UCB Extension
 - Perl Programming X416.7; UCB Extension
 - Oracle X402.1; UCB Extension
 - SQL Fundamentals Using Oracle/Access X400.1; UCB Extension
 - Java X429.9; UCB Extension

Technical Skills:

- 14+ years of web software experience and team leadership
- 8+ years of Agile/modified-SCRUM development knowledge
- Basic knowledge of: Korn Shell, Perl, SQL, HTML, CSS/Javascript
- RDBMS: Access, Oracle/SQL Servers, MySQL
- Software and Testing Tools: CVS, GNU-Emacs, TeamTrack, RequestTracker, FogBugz, Subversion, SSH, FTP, wikis

Accomplishments / Strengths:

- Honoree of Looksmart's "Quarterly Outstanding Achievement Award" (company's only two-time recipient of this award)
- Highly motivated and self disciplined with a great desire to take on more responsibilities and learn new technologies
- Enjoys boosting team morale by remembering birthdays, planning fun outings and bringing in Krispy Kreme donuts

Hobbies:

- Blogging on: <http://www.kimmi8.com> and traveling the world

References Available Upon Request