

An Nguyen

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SUMMARY

Data/AI Product Owner at VNDIRECT and final-year Information Systems undergraduate, using AI agent workflows to speed up requirements and prototyping in securities. Seeking Associate/Junior Product Owner and Management Trainee roles in technology, digital transformation and AI.

EXPERIENCE

VNDIRECT Securities Corporation

Hanoi, Vietnam

Data/AI Product Owner

Mar 2026 – Present

- Redesign the end-to-end VNDGO customer journey for the app/web renovation with the Tech team; own eKYC account-opening requirements and the development handoff package.
- Closed a step-level visibility gap in the onboarding funnel by mining 83K+ support tickets in Python with the Customer and Advisory teams; presented quantified break-points and priorities to senior management.
- Led the CXM platform from concept to rollout as project owner, prototyping it with AI coding agents; it surfaces customer-journey issues within 2 days so managers act early; handed over to the CX team.
- Replaced ad-hoc competitor tracking with an AI-driven intelligence engine: Playwright and Claude agents capture and report changes across 130+ user flows and 700+ screens of 4 leading brokers.
- Shipped Python crawlers that save product ops ~1 hour/day; wrote an AI guide for department heads.

Agent-Driven Product Discovery & Specs

- Built a multi-agent workflow with humans in the loop at critical gates: agents explore ideas, question 6 stakeholder roles and flag gaps (331 questions in one run), people sign off to assure quality.
- 80% of specs are accepted with only minor changes on first submission; approved by the Head of Digital Product as the team's process.

AI Prototyping Platform

- Owned a self-hosted AI platform that turns a feature described in chat into a live, clickable prototype.
- Brought live prototypes into stakeholder sessions on the team's existing AI subscription, making stakeholder feedback and requirement gathering 60% faster.

FPT Software

Hanoi, Vietnam

Business Analyst Intern

Jan 2026 – Mar 2026

- Analyzed requirements for a Learning Management System; authored BRD, URD and SRS documents and translated them into user stories with acceptance criteria in Jira/Confluence under Scrum.
- Modeled workflows in BPMN, use case diagrams and Draw.io flowcharts, and built Figma/Balsamiq wireframes to validate solutions with users before development.

EDUCATION

FPT University

Hanoi, Vietnam

Bachelor of Information Systems

Sep 2023 – Mar 2027 (expected)

Relevant Coursework: IS Analysis & Design • Business Intelligence • SQL Databases • Decision Support Systems

NUS High School of Mathematics and Science

Singapore

Study abroad, specializing in Mathematics, Chemistry and Physics

Sep 2018 – Oct 2022

Honors: 100% scholarship recipient

CERTIFICATIONS

Google Business Intelligence Professional Certificate: BI Foundations • Data Models • Dashboards

Project Management Principles and Practices Specialization (UC Irvine): Planning • Budgeting • Risks

SKILLS

Product & Delivery: Customer Journey Mapping • User Research • Requirements & User Stories (BRD/SRS) • UML/BPMN • Backlog & Prioritization • KPI Definition • Stakeholder Management • Agile/Scrum

Digital & AI: Claude & AI agents • RAG & knowledge bases • Python • SQL • Power BI • Excel (Advanced)

Tools: Jira • Confluence • Figma • Balsamiq • Draw.io • Postman • Git

Languages: Vietnamese (Native) • English (IELTS 8.0) • Japanese (Beginner)