

# MICHAEL NGUYEN

Associate Product Manager

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## PROFESSIONAL EXPERIENCE

### Associate Product Manager

Streamline Tech Solutions | Chicago, IL | July 2020 to present

- Collaborated with the product team to improve onboarding flows, reducing user drop-off rates by 18%
- Conducted A/B testing and implemented changes that boosted conversion rates by 12%
- Partnered with marketing and customer success teams to align product features with user feedback

### Product Analyst

CloudHub Services | Austin, TX | September 2018 – June 2020

- Analyzed usage data to identify pain points and opportunities for improvement in the UX
- Prepared detailed reports on feature performance and provided recommendations to the product team

## EDUCATION

Bachelor of Science (B.S.) in Business Analytics

University of Texas at Austin | Austin, TX 2017,

## CERTIFICATIONS

- Google UX Design Certificate | Coursera | 2021, ,

## PROFILE

Creative and analytical associate product manager with a knack for user-focused solutions

Detail-oriented professional with three years of experience in SaaS product development. Adept at collaborating with teams and leveraging data to drive strategic decisions that enhance user satisfaction and business outcomes.

## KEY SKILLS

- A/B testing
- Cross-functional collaboration
- Product optimization
- SaaS development
- User journey mapping