# TIEN DANG (TIMBER)

## PRODUCT MANAGER

AI systems and enterprise workflow automation

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## PROFESSIONAL EXPERIENCE

**Product Manager** - SPX Express — Oct 2026 - Present
Vietnam

**Product Analyst** - IELTS HERE — Aug 2025 - Sep 2026
Ho Chi Minh City, Vietnam

- Built and launched an AI-assisted essay evaluation engine using the Gemini API that compressed grading turnaround from 48 hours to under 30 seconds for 500+ active learners.
- Implemented gamification mechanics (daily study streaks, achievement badges, and level progression) so more students kept a 30-day practice habit.
- Configured and administered Learning Management System (LMS) modules, centralizing digital curriculum delivery, automated mock exam grading, and progress dashboards.
- Redesigned academic support and assignment review workflows, establishing standardized SOPs for teaching assistants to cut grading turnaround and student inquiry response times.

**Technical Business Analyst** - Cloak Solutions Pte. Ltd — Aug 2025 - Nov 2025
Singapore

- Defined technical specifications and alert-triage logic for an IoT hospital cybersecurity platform, analyzing network telemetry to filter false alarms for clinical staff.
- Defined technical requirements and project scope for the platform, coordinating milestones across a 7-person engineering team.
- Led weekly client meetings with the hospital network to gather feedback, clarify requirements, and secure formal project plan sign-offs.

**Product Support Analyst** - SPX Express — Jun 2022 - May 2023
Ho Chi Minh City, Vietnam

- Supported API integrations for 30+ third-party logistics partners and coordinated incident triage across 100+ delivery hubs to enforce SLA compliance and smooth system release rollouts.
- Managed system triage across hubs, enforcing SLAs of < 24-hour initial response and 48-hour resolution for low-severity incidents to accelerate developer hotfix cycles.
- Executed User Acceptance Testing (UAT) for system rollouts, validating feature requirements against business logic to prevent production bugs.

**Product Specialist** - Worldkids International Preschool System — Sep 2020 - Sep 2021
Ho Chi Minh City, Vietnam

- Digitized bilingual curricula into remote learning modules across 6 campuses during COVID-19 lockdowns, authoring functional specifications and training 100+ educators on new digital workflows.
- Authored Business Requirement Documents (BRDs) and user stories, translating curriculum standards into functional specifications for development teams.
- Coordinated cross-functional release schedules across academic and technical teams, delivering digital learning modules within planned sprint timelines.

## PRODUCT & PROJECTS

**Card Payment Reconciliation and Settlement Redesign** | [View] 2024

- Designed an AI anomaly–assisted bank-to-books card settlement workflow so clearing moved from up to 5 business days to the same day, with staff only on unclear cases and double charges removed.

**Hospital Equipment Alert Triage Redesign** | [View] 2025

- Designed AI-assisted read-only alert triage for hospital equipment (Cloak Solutions engagement) so review moved from a 48-hour backlog to under 60 seconds, without auto-disconnecting devices.

**Language Academic Essay Evaluation Redesign** | [View] 2025

- Designed an AI-assisted essay evaluation workflow so feedback moved from 24–48 hours to under 30 seconds on the clear path, with teachers only on unclear cases.

**Lifeline Offline Emergency Communication Prototype** | [View] 2025

- Designed an offline SOS mesh with automated triage so alerts still reach rescue teams when cell service is down, without exposing private addresses on public maps.

**Job Sourcing and Application Workflow Redesign** | [View] 2025

- Built an AI-assisted collect–extract job workflow with Gemini so daily search moved from about 2 hours to under 5 minutes, with skills extracted from each listing in under 3 seconds.

## EDUCATION

**Master of Information Technology (Information Systems)** Jun 2023 - Nov 2025
Swinburne University of Technology, Melbourne, VIC

**Master of Applied Linguistics** 2020 - 2022
Benedictine University (USA), Vietnam Cohort

**Bachelor's Degree, Teaching English as a Second or Foreign Language**
HCMC University of Technology and Education

## CERTIFICATIONS

- **Snowflake SnowPro Associate** (Credential ID: S127225-260103-SOL) Issued Jan 2026 - Exp Jan 2028

## SKILLS

- **Process Modeling & AI Orchestration**: BPMN 2.0 (Camunda Modeler), AS-IS / TO-BE Gap Analysis, DMN Decision Tables, LLM Workflow Orchestration.
- **AI & Automation Workflows**: Human-in-the-loop Exception Design, Confidence-based Routing, Fuzzy Matching / Anomaly Detection, Automated Triage Rule Design, Generative AI Content Automation, Resilient Offline Workflow Design.
- **Requirements Engineering**: Business Requirements Documents (BRD), System Requirements Specifications (SRS), User Stories, Acceptance Criteria.
- **User-Centred Design**: User Journey Mapping, Persona Definition, Wireframe Scoping.
- **Testing & Governance**: User Acceptance Testing (UAT), Test Case Execution, Audit Trail Design, PII / Sensitive Data Handling, Jira, Confluence.
- **Data & Analytics**: SQL, Snowflake, Excel, System Integration, Power BI.

## REFERENCES

References available on request.