

BRIAN NGUYEN

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SUMMARY

Creative and technical product and program leader with 15+ years of experience delivering complex platforms, insights, and cross-functional programs across Microsoft, Amazon, and ViaSat. Seeking to transition from big tech into journalism via product, program, or investigative roles. Passionate about journalism as a civic institution and committed to supporting public understanding through technology and rigor. Experienced in user-centered design, open source intelligence (OSINT), data analysis, AI-assisted research and creation, and stakeholder alignment, skills critical to both worlds of product development and journalism. Adept at uncovering insights in ambiguous scenarios, synthesizing complex issues into concise narratives, and leading high-stakes cross-functional efforts.

CORE COMPETENCIES

- **Research & Analysis:** Stakeholder interviews | Data analysis | Market analysis | Competitive analysis | User behavior synthesis | AI-assisted research | Open source intelligence (OSINT) | Risk management | Experimentation
- **Story Development:** Narrative structuring | Opportunity framing | Issue synthesis | Source validation
- **Strategy & Execution:** Vision definition | Goals & metrics definition | Roadmap definition | Prioritization & tradeoffs
- **Influence & Communication:** Cross-functional collaboration | Stakeholder alignment | Executive storytelling | Program management | Mentorship | Development training | People management | ERG leadership
- **Technical Expertise:** Database querying | Full stack development | SaaS platforms | Data governance | Agile delivery
- **AI:** Product exploration | Product integration | Customer research | Market analysis | Prototyping | Program management | Program reporting | Workflow automation | Vibe coding

PROFESSIONAL EXPERIENCE

Senior Product Manager, Microsoft

Jul 2020 – Jul 2025

- Led governance platform features for Microsoft Teams enterprise admins, combining strategy, execution, and cross-functional research to scale adoption for over 300M users
- Conducted discovery research and interviews with customers and marketplace partners to identify pain points, prioritize opportunities, and validate prototypes
- Led product strategy and roadmap for admin app governance, balancing customer needs with legal, privacy, security
- Redesigned app access and deployment for over 300M Teams users, providing simplicity, trust, and zero disruptions
- Shipped PowerShell automation to scale enterprise governance, with 100K monthly transactions in first two months
- Partnered with over 15 product and engineering teams to define and ship the Microsoft AI assistant, M365 Copilot Chat, to over 100M free Teams users
- Created KPIs and experiments that helped inform business goals, quantify adoption, and iterate with improvements
- Integrated Microsoft Defender for Cloud Apps to enable proactive security assessments and compliance monitoring for third-party applications
- Designed AI-powered data insights to enable admins to govern, assess impact, and derive trends from app usage
- Presented strategy documents and customer evidence to executives and partner organizations to build consensus
- Wrote product requirements and go-to-market plans to guide product development and stakeholder onboarding
- Mentored Product Manager new hires and vendors, and drove team training and culture
- Collaborated with marketing and field teams to conduct enablement workshops and speak at public conferences

Co-Lead & Steering Committee Member, Microsoft Asians in Marketing ERG

May 2022 – Jul 2025

- Co-led 600+ general body members and 30+ planning members for 40+ events per year for Asian employees and allies
- Served as a resource for other identity-based organizations on scaling, recruitment, retention, and programming
- Represented across all other ERGs for regular program reviews, fiscal year planning, budgeting, and forecasting
- Partnered with executive sponsors to set ERG vision, review progress, and amplify programming to wide audiences

Software Development Manager, Amazon

Jan 2018 – Jun 2020

- Built highly available, distributed web services for video downloads on Prime Video iOS, Android, and Fire Tablet
- Managed four Software Development Engineers, one Software Development Engineer in Test, and one QA engineer
- Increased product reliability by 40% through software redesign and operational excellence
- Drove the migration of mobile logic to backend services, enabling faster iteration and consistency across platforms
- Designed and developed compliant systems to meet data access and retention policies
- Led bi-weekly org-wide candidate recruiting meetings, conducting phone screens and on-site interviews

Senior Technical Program Manager, Amazon

Apr 2017 – Dec 2017

- Managed a lab of iOS, Android, and Fire Tablet mobile devices used across Amazon for automated testing
- Managed seven Software Development Engineers, one QA Engineer, and one Support Engineer
- Developed internal tools for mobile app test automation: (1) SDK and (2) web UI to remotely control Android devices, (3) libraries to test the Amazon iOS and Android apps, (4) migrate the local device lab to AWS

Technical Program Manager, Amazon

Oct 2015 – Apr 2017

- Technical lead for the Amazon Shopping iOS and Android mobile app platforms, serving millions of customers globally
- Scaled the app development and release process for 100+ engineering teams and 1,000+ commits per month
- Managed two Technical Program Managers across iOS and Android, unifying development and release processes
- Reduced the app release cadence from 6 weeks to 2 weeks, in one year through process only with CI/CD
- Reduced crash rates to the lowest in the app lifetimes: from 6% to 0.01% of app starts
- Drove projects impacting all teams, including annual OS upgrades, security updates, and platform changes
- Created a Code Review Bar Raiser program to improve the quality of app changes, certifying 24 software engineers

Software Development Engineer, Amazon

Jan 2015 – Oct 2015

- Technical lead for six Software Development Engineers developing the Amazon Shopping Android app platform
- Technical contact for cross-functional teams developing the Amazon Shopping app, e.g. Amazon Fresh, Prime Video

Software Engineer, ViaSat, Inc.

Jul 2007 – Dec 2014

- Developed algorithms and frontend software applications for satellite resource management
- Built Information Assurance: public key infrastructure, authentication, user roles and management, audit logging
- Managed seven undergraduate interns on the UX design and implementation of a GUI application

Software Engineering Intern, Northrop Grumman Corporation

May 2006 – Jun 2007

- Tested software, recorded trouble reports, and fixed software bugs

Research Assistant*University of California, San Diego*

Jun 2006 – Sep 2006

- Researched a parallel computing algorithm to solve coupled partial differential equations with the Center for Computational Mathematics

State University of New York, Potsdam

Jun 2005 – Aug 2005

- Researched finitely generated groups with infinitely generated centers with the Mathematics department

University of California, San Diego

Jan 2004 – Jun 2004, Sep 2004 – Jun 2005

- Researched the self-linking number of a self-intersecting knot with the Mathematics department

University of California, Berkeley

Jun 2004 – Aug 2004

- Researched mathematical modeling of chromosomal aberrations with the Mathematics department

Mathematics Grader, University of California, San Diego

Sep 2003 – May 2006

- Graded undergraduate homework in calculus, differential equations, linear algebra for the Mathematics department

Hydrologic Aide, U.S. Geological Survey

Jun 2001 – Sep 2005 (Summers)

- Built project websites, digitized, and analyzed laboratory data

EDUCATION**B.A. Mathematics, B.S. Management Science**

University of California, San Diego

Publications

K. Mahdavi, B. Nguyen, R. Ranalli, J. Sizemore, A. Stout, C. Swanson, *Finite C-Groups*, Global Journal of Pure and Applied Mathematics (GJPAM), Vol. 3, No. 1 (2007), pp. 19-26.

COMMUNITY LEADERSHIP**Board Member, Friends of Little Saigon**

Jun 2025 – Present

Board Member, Asians@Amazon Employee Resource Group

Jan – Dec 2016

Board Member, National Association of Asian American Professionals

Mar 2015 – Dec 2016