

Thanh Tran

SENIOR PRODUCT OWNER | PRODUCT MANAGER

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SUMMARY

Senior Product Owner and Product Manager with 14+ years across software quality, engineering, and product delivery, including 7+ years leading digital products in smart mobility, payments, public-sector, and enterprise environments. Coordinates a 30-person cross-functional delivery group and aligns public authorities, financial partners, vendors, and engineering teams from discovery and requirements through UAT and go-live. Combines product strategy and stakeholder leadership with hands-on technical depth to turn complex ecosystems into scalable user services.

CORE COMPETENCIES

Product Strategy | Stakeholder Management | Product Discovery | Product Roadmapping | Product Lifecycle | Backlog Prioritization | Requirements Management | User Research | Agile Delivery | Scrum | Cross-functional Leadership | Project Planning | Risk Management | UAT & Go-live | Digital Payments | Payment Integration | AFC | Smart Mobility | Public Sector | Enterprise Platforms

PROFESSIONAL EXPERIENCE

FPT IS | Ho Chi Minh City, Vietnam

Apr 2019-Present

Product Manager | Deputy Head of Metro Solutions

Jan 2023-Present

- Lead HCMC Metro's FPT.Maas digital product and payment-integration workstreams, coordinating a 30-person cross-functional delivery group across Development, Testing, Deployment, Sales, and PMO from requirements and solution design through UAT and go-live.
- Align Metro authorities, banks, card schemes, e-wallets, AFC vendors, engineering, QA, and operations to resolve dependencies and deliver integrated passenger payment capabilities.
- Orchestrated integrations with 6+ banking, e-wallet, and card-scheme partners, including MoMo, ZaloPay, ShopeePay, Vietcombank, Techcombank, Visa, and Mastercard; contributed to a Metro ecosystem achieving 90%+ cashless payment adoption.

Product Owner

Apr 2019-Present

- Own product strategy, roadmaps, backlog prioritization, and end-to-end delivery for TTGT, Go!Bus, and HCMC Metro HURC, translating commuter and public-sector needs into prioritized requirements and release plans.
- Led strategy and delivery for TTGT's real-time traffic product, which surpassed 1M+ downloads while providing citywide congestion, incident, road-restriction, and camera information.
- Pioneered multimodal journey planning for Go!Bus across bus, ride-hailing, river bus, and Metro services; its Zalo Mini App reached 245K+ users and 261K+ visits within 40 days.
- Delivered the HCMC Metro HURC passenger app for journey planning, fare calculation, station information, and passenger guidance, helping the product surpass 500K+ downloads.

Project Manager

Jan 2024-Present

- Lead end-to-end delivery of AJINOMOTO's Voice of Customer platform and Smart Township implementations for NOVA Group and Mapletree, controlling scope, schedule, risks, dependencies, and change requests.
- Coordinate client stakeholders and cross-functional teams across mobile apps, admin portals, resident services, access, facility, payment, and service-management workflows.

EARLIER PROFESSIONAL EXPERIENCE

transcosmos technology Vietnam | Ho Chi Minh City, Vietnam

Oct 2017-Mar 2019

Senior Software Engineer

- Led development of AI chatbot and automation solutions, creating reusable serverless components across AWS, Azure Bot, and Google APIs.

Originally US - Mobile App Dev, Singapore | Ho Chi Minh City, Vietnam **Mar 2017-Sep 2017**

Full Stack Engineer

- Delivered real-time full-stack products for smart homes, food delivery, and kiosk management while improving front-end architecture and performance.

PTSC M&C | Ba Ria-Vung Tau, Vietnam

Nov 2015-Feb 2017

Full Stack Engineer

- Digitized business and production workflows through internal management platforms and introduced technology stacks supporting digital transformation.

Freelance | Remote

Jun 2015-Jan 2017

Full Stack Engineer

- Delivered end-to-end web products for multiple clients, owning database, backend, API, and user-interface development.

FPT Corporation | Ho Chi Minh City, Vietnam

Jul 2014-Oct 2015

Full Stack Engineer

- Led front-end delivery for real-time traffic and ticketing platforms supporting HCMC public-sector operations and Vietnam Railways.

GNT VN | Ho Chi Minh City, Vietnam

Aug 2013-Jul 2014

Quality Control Engineer

- Improved mobile and web release quality through test-case design, manual testing, defect documentation, and close developer collaboration.

FPT Software | Ho Chi Minh City, Vietnam

Aug 2012-Jul 2013

Tester

- Improved mobile release quality in Scrum teams through structured test planning, execution, and defect tracking.

FPT Software | Ho Chi Minh City, Vietnam

Jan 2012-Aug 2012

Java Software Engineer

- Built an educational dictionary application with Java and AJAX, translating functional requirements into a complete user-facing product.

EDUCATION

FPT University

2009-2012

Bachelor of Engineering, Computer Software Engineering

TOOLS & LANGUAGES

Product tools: Figma, Jira, Trello, Notion, Microsoft 365, Google Analytics, Grafana

Technical foundation: JavaScript/TypeScript, Angular, React, Node.js, REST APIs, Postman, Swagger/OpenAPI, Git, Web Developer, Microservices, Payment Gateways

Language: English - Working proficiency in product requirements and technical documentation