KHOA PHAM

Data and AI Product Manager

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Data and AI Product Manager with hands-on engineering and regional analytics leadership experience. Leads technical delivery, coaches junior talent and shapes product priorities around business value, stakeholder needs and team capacity, from user discovery to production.

PROFESSIONAL EXPERIENCE

VNG Corporation — Ho Chi Minh City, Vietnam

Data/AI Product Manager — May 2026 - Sep 2026

- Led technical delivery and proposed product direction, **prioritizing features** based on business value, timelines, available resources, and team capabilities.
- Led user discovery and product definition for **agentic analytics, an AI-integrated ATS and an AI interviewer**; designed LLM integration with role-specific context and scoring criteria for recruitment workflows.
- Built analytics agents and a shared tool harness using MCP, semantic context and tool calling to produce analysis, reports, slides and documents.
- Delivered AI products through **production deployment on GreenNode** using Claude and Codex; defined shared requirements for SSO, user management, logging and security.
- Aligned HR, Finance, Legal, Marketing and Admin with in-house engineers on scope and releases; managed outsourced vendors and presented product demos to directors and executives.

The HEINEKEN Company — Ho Chi Minh City, Vietnam

APAC Data Analytics Manager — Aug 2022 - Apr 2026

- Led analytics delivery with data engineers, data analysts and interns. Worked with **multinational Scrum teams** to prioritize use cases by stakeholder needs and business value.
- Designed hiring assessments and served on interview panels for engineers and analysts. Onboarded and coached junior team members and conducted performance reviews.
- Built **Power BI dashboards** for brewing filtration, pasteurization and packaging material loss. Saved 180 filtration reporting hours and identified **€25,000 in potential packaging savings** annually per brewery.
- Built MTBA brewing-alarm analytics to identify operational interruptions, with estimated potential to preserve **10,000 hL of beer (€260,000) per brewery annually**.
- Architected and led development of data pipelines and models for the **Water & Energy Control Tower** based on business requirements, giving global breweries a common view of water, thermal energy and electricity use.
- Built statistical models for motor anomaly detection and ML models for prescriptive cooling optimization. Designed **filling-valve fault models** using sliding-window features from hundreds of millions of PostgreSQL sensor records to support maintenance decisions.

FPT Software - FHM Aviation — Ho Chi Minh City, Vietnam

Data Engineer — Feb 2022 - Aug 2022

- Built and maintained **Airbus Skywise** pipelines with teams in France using PySpark, SQL and AWS; traced lineage, resolved upstream data issues and delivered changes within Agile/SAFe practices.

Baker Hughes — Vietnam, Oman, Malaysia, UAE & Australia

General Field Service Engineer — Sep 2012 - Jul 2021

- Configured and programmed equipment to collect real-time drilling data into MySQL at rigs and client offices; built dashboards around client requirements.
- Led a project through commercialization, with reported operational cost savings of **US$410,000 in 2016 and US$1.06 million in 2017**.
- Coordinated field execution with clients and multicultural teams, supported onboarding and coaching, and presented to senior executives; participated in the **LEAD engineering program**.

EDUCATION

Asian Institute of Technology Thailand
M.Sc. (Professional), Data Science and Artificial Intelligence Applications Sep 2024 - Dec 2025
GPA 3.94/4.0 | First Class Award | Project: Excellent
Thesis: Hybrid CNN-ViT with Cross-Modal Attention for Lung Segmentation

University of Science, Vietnam National University - HCMC Vietnam
B.Sc., Geology (Petroleum Geology focus) Sep 2008 - Sep 2012
GPA 7.75/10 | Top 3 in Faculty

CERTIFICATIONS & TRAINING

DeepLearning.AI: PyTorch for Deep Learning - Professional Certificate (2026); Spec-Driven Development with Coding Agents - course (2026)

Anthropic: Introduction to Claude Cowork - course (2026)

Udacity Nanodegrees
2024: Data Scientist; Introduction to Machine Learning with PyTorch
2023: AWS Machine Learning Engineer; Intro to Programming
2022: Data Engineering with AWS; Data Analyst

Udacity course: Agentic Thinking 101 (2026)

Coursera courses: Mathematics for Machine Learning: Linear Algebra - Imperial College London (2024); Customer Analytics - Wharton, University of Pennsylvania (2021); Learning How to Learn - Deep Teaching Solutions (2021)

DataCamp tracks: Data Analyst in Python (2022); SQL Fundamentals (2021)

HackerRank skills certificates: SQL (Intermediate) (2021); SQL (Basic) (2021)

Atoha: Project Management Professional Training (2023)

Mastering Data Analytics: Business Intelligence Program (2021)

SKILLS

Product & leadership: User discovery, requirements definition, stakeholder communication, data storytelling, cross-functional Scrum, vendor management and team development.

Data & AI: Python, SQL, PySpark, Power BI (DAX, RLS), PyTorch, scikit-learn, time series, anomaly detection, LLM integration, agent workflows, MCP and semantic layers.

Engineering & cloud: GreenNode, AWS, Azure, PostgreSQL, InfluxDB, Docker, FastAPI, MLflow, Git; AI-native development with Claude and Codex.

English: IELTS Academic 6.5 overall (Oct 2026); VSTEP Level 4/6, overall 8.0/10 (Jan 2026).

AWARDS & LEADERSHIP ACTIVITIES

Guest Speaker, RMIT Vietnam MBA: Digital Innovation - industrial IoT and medical AI (Nov 2025).

Mentor, AIESEC Vietnam: Product Management Essentials (2023).

The Develop Champion: HEINEKEN D&T of the Year (2023).

Society of Petroleum Engineers: Vietnam Scholarship (2011).