

# Will Tran

Senior/Technical Product Manager

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[LinkedIn](#) • New Orleans, LA

## Accomplished Product Manager, Developer, Certified SCRUM Product Owner (CSPO), and Technology Consultant with proven track record of seven years in Product Management, Research, Analysis, and People Management

Possess extensive industry experience in Development, Product Management, Business Systems Management, Systems Analysis, and Business Analysis within eCommerce, eCommerce support systems (SaaS), health care data science, and public health plan sectors. Proficient in coding with Java, Python, Matlab, and LaTeX to solve complex mathematical problems. Demonstrated prowess in Mathematical Instruction, Research & Publication, Topological Data Analysis (TDA) and Computational Geometry. Expertise in developing course materials and delivering instruction for Math courses.

## Areas of Expertise

- Product Management, Product Vision, and Thought Leadership
- Communicating Technical Information
- Systems and Data Analysis
- Product Roadmap and Backlog Management
- Research Methodology
- Mathematical Problem Solving
- Business Intelligence
- Epic, User Story, and Persona Creation
- Stakeholder Engagement

## Professional Experience

Tulane University, New Orleans, LA

2019 — Present

Graduate Teaching Associate/PhD Candidate

Contribute to development of course materials and provide top-tier instruction. Develop course materials both in and out of Instructure's Canvas LMS for variety of subjects including Topology, Discrete Math, and Consolidated Calculus. Provide instructional support as Teaching Associate for courses such as Combinatorial Game Theory, Number Theory, and Discrete Math among others. Lead STEM-education activities to promote mathematical thinking and problem-solving skills.

- Conducted research in several fields including topological data analysis, topological and geometric surface reconstruction from noisy data sets, applied algebraic topology, and geometric analysis.
- Created code to solve various problems using Python, Matlab, and LaTeX, showcasing technical abilities in addition to teaching and research skills.

TEK Systems, Vituity, Emeryville, CA

2016 — 2018

Product Manager, Data Science and Business Intelligence

Drove successful conversion of Qlikview dashboards to Tableau and MicroStrategy, orchestrating meticulous reconfiguration. Displayed knack for strategic planning and organization by creating project portfolio matrix with ten variables and utilizing it to calculate prioritization score for over 30 portfolio projects, implementing stakeholder strategy, optimizing project prioritization and enhancing business productivity for medical directors and emergency room physicians to improve KPI's toward patient care. Created epics and user stories, defined personas, and managed product backlog for data dashboards.

- Designed and detailed user stories, specifications, and product features into comprehensive work orders to foster clear communication across teams and facilitate construction of mandatory requirements.
- Achieved 100% success rate in meeting service-level agreement (SLA) and quality assurance (QA) requirements fulfilling hundreds of unique requests.
- Streamlined and improved project management processes by creating unified project backlog, consolidating over 150 work items from five different project tracking systems into a centralized product backlog.

California State University East Bay, Hayward, CA

2016 — 2019

Graduate Teaching Associate, Research Assistant

concurrent

Leveraged technical skills to convert major exam templates from MS Word to LaTeX for more professional publishing. Proactively developed new course materials both in and out of Blackboard LMS and delivered math education through personalized instruction, enriching learning experiences for students.

- Developed a JavaScript web crawler to build a substantial data set for our machine learning and deep learning research group, to research gradient descent and back-propagation algorithms.
- Fostered conducive learning environment leading to average student pass rate of 80%, approximately 15% above existing benchmarks.

Macys.com, San Francisco, CA  
Java Developer

2015 — 2016

Optimized existing codebase and resolved issues within internal (SaaS) eCommerce systems of company, demonstrating proficiency across entire stack—from UI and controllers to services, DAOs, and underlying databases. Engineered back-end controller to invoke existing services, generate entities, and implement business logic for CRUD functions. Implemented REST calls to assess JSON responses. Designed and Created Advanced Search Screen during three-week Extreme Programming (XP) challenge. Collaborated with Agile teams to design web page enabling users to conduct "advanced search" on merchandising rules, filling void in existing "simple search" functionality.

- Proficiently navigated environment utilizing Scrum methodologies, employing Internal Merchandising, Marketing, Product, Pricing, and Photography Workflow tools. Applied technical expertise in Oracle 10g & 11g, Java, JSP, HTML, CSS, jQuery, Maven, Spring, Hibernate, JBOSS, Jenkins CI, Oracle/SQL, JSON, XML, Git/GitLab, REST/Postman. Utilized Microsoft Office 2010, Axure RP Pro 6.0, JIRA 4.3.x, Confluence, and Mingle 3.4.
- Spearheaded development of Enterprise Mobile iOS App within two-week "Idea Lab" challenge, empowering internal users to review, edit, and approve website promotions.

Macys.com, San Francisco, CA  
Manager, Product Managers/Business Systems Analysts

2012 — 2015

Directed daily operations for team of seven Product Manager/Business Systems Analysts responsible for delivering business, production, and systems support to 1,000 internal business users (of SaaS products). Orchestrated 28 Value Stream Mapping sessions for business process flows as part of Business Process Flow training, effectively planning and managing resources. Formulated training programs, coordinated training events, and led instructional sessions for over 300 business and technology partners across marketing, merchandising, product, pricing, promotions, and photography domains.

- Provided foundational systems training to 150+ new employees, subsequently collaborating with Learning and Development to transform training materials into video format.
- Optimized production support procedures, resulting in 15% enhancement of issue gatekeeping, triage, and resolution metrics in 2013, followed by additional 44% improvement in 2014.

TEK Systems, Macys.com, San Francisco, CA  
Technical Product Manager

2010 — 2012

Generated, defined, and owned product requirements and scope definition for multiple enterprise-wide projects. Created Product Backlogs, user stories, and training materials to support Agile teams in the Product Information Management (PIM) space, including marketing, merchandising, product, pricing, promotions, and photography workflows. Partnered with Managers, Product Managers and Business Analysts to clarify and prioritize requirements. Assessed new opportunities for capital projects that impacted over 100,000 web site customers.

- Led multiple, cross-functional teams of 10 to 20 business users, managers, designers, architects, testers and developers to transition the organization to an enhanced PIM (SaaS) suite of systems. Created, managed, prioritized, and maintained a Product Backlog with over 70 user stories to serve approximately 200 users.
- Performed gap analyses between multiple domains of business knowledge. Created User Acceptance Testing plans for over 15 releases. Created training materials and conducted training for over 90 users. Conducted web-based training sessions for over 100 business users.

## Education

Doctor of Philosophy - PhD in Mathematics (May 2024). Dissertation: Distortion and Curvature in the Shape Reconstruction Problem  
Tulane University, New Orleans, LA

Master of Science in Mathematics: Pure Mathematics  
California State University East Bay, Hayward, CA

Bachelor of Science in Computer Science  
San Francisco State University, San Francisco, CA