

KEVIN NGUYEN

TECHNICAL PROJECT MANAGER • SCRUM MASTER

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PROFESSIONAL SUMMARY

Value-driven Technical Project Manager and Scrum Master with 7+ years leading cross-functional engineering, design, and business teams to deliver innovative technology products on time and on budget. Deep expertise in Agile methodologies, product R&D, and immersive technology, with a track record of bridging business strategy and technical execution across enterprise IT, hospitality, entertainment, and SaaS environments.

CORE COMPETENCIES

Project Management Lifecycle • Agile / Scrum / Waterfall • Scrum Master Facilitation • Product Roadmaps & SDLC • Go-to-Market Launch Plans • Technical Product R&D • Cross-Functional Team Leadership • Stakeholder & Vendor Management • Budget & Resource Planning • Risk Mitigation & Escalation • UX / UI Design Collaboration • QA Testing & Release Management • Executive Reporting & Dashboards • CRM & CMS Platforms • Research & Analytics

PROFESSIONAL EXPERIENCE

NextHelper | Tampa, Orlando, FL.

April 2025 – Present

Founder, CEO, CTO, Technical Project Manager / Scrum Master

- Established and ran the Agile process from scratch as founding CTO, defining sprint cadence, backlog structure, and ceremony format for a team building a live production marketplace platform.
- Architected and built a full-stack marketplace platform end-to-end (React/TypeScript frontend, Node/Express backend, PostgreSQL on AWS RDS), scaling from concept to a live production app serving 300+ real users.
- Designed and implemented the platform's authentication, authorization, and data access security model, including AWS Cognito based auth, admin role separation, and a phased Row Level Security architecture scoped across a 114 table schema.
- Integrated Stripe for end-to-end payment processing, including Stripe Connect payouts, webhook driven event handling, and fee/payout logic for a two-sided marketplace.
- Built real-time location tracking and mapping features using Apple MapKit JS, supporting live worker/professional GPS broadcasting and service-area visualization.
- Directed product strategy and roadmap across four distinct user types (Workers, Hirers, Admins, Pro Helpers), prioritizing features based on user feedback and production usage data.
- Owned end-to-end release management: local testing, staged deployment, and production verification (Vercel/Railway) for a live application with zero dedicated QA team.

Technical Project Manager / Scrum Master

- Led Agile ceremonies, daily stand-ups, backlog refinement, sprint planning, sprint demos, and retrospectives for technical development teams.
- Strategically led rollout initiatives including employee engagement activations, guiding timeline and strategy pivots as requirements shifted.
- Developed comprehensive project plans, schedules, budgets, and risk assessments to ensure successful execution of enterprise rollout projects.
- Conducted engagement tours to capture employee and stakeholder feedback, feeding input directly into design and rollout decisions.
- Coordinated cross-functional teams across design, procurement, operations, and marketing to align project activity with organizational objectives.
- Built executive dashboards and status reports communicating scope, milestones, and deliverables to senior leadership.
- Managed project governance policies, financial considerations, and vendor relationships across multiple concurrent initiatives.

Technical Project Manager / Scrum Master

- Supported the Product Owner by managing stakeholder communication and customer expectations for project deliverables and implementation.
- Partnered with engineering, product, and business teams to define project scope, objectives, and strategic goals.
- Served as liaison between upper management and project teams scheduling work, developing timelines, and managing resources and budgets.
- Monitored progress and performance, identifying and mitigating risks and issues before they impacted delivery dates.
- Produced executive-level project status reports and presentations, communicating key milestones to stakeholders and senior leadership.
- Managed vendor relationships to ensure deliverables were met within budget and timeline constraints.

Technical Project Manager / Scrum Master

- Led teams of 30+ across development, engineering, and design using Agile and hybrid methodologies.
- Owned comprehensive project plans from conception to completion, aligning delivery with organizational strategic goals.
- Partnered with product owners to shape feature requirements and map implementation plans with verified technical feasibility.
- Ran daily scrums, ensembles, task creation and refinement, bi-weekly sprints, 1-on-1s, and retrospectives with development, design, and business teams.
- Wrote user stories and executed against the release plan, managing the development lifecycle through production launch and post-production support.
- Remediated defects, escalations, QA findings, and blockers across multiple concurrent development cycles.
- Managed budgets, resources, and timelines to launch dates; tracked milestones, deliverables, and change requests with full team transparency.
- Recommended and requested resources by aligning team member skills to project demand, and delivered performance feedback as needed.

Technical Project Manager / Scrum Master

- Gathered requirements and feedback, translated them into development work, and delivered status reporting that mitigated risk and protected resourcing.
- Generated qualified leads for mobile application projects, opening new revenue avenues aligned to company objectives.
- Broke down UX and technical problems into workable components, leading teams through concept-to-launch delivery of custom-featured applications.
- Defined project scope, goals, and deliverables to keep engagements consistent with company initiatives and client commitments.
- Worked directly with developers, engineers, QA, and operations to build software applications and ship new features.

Technical Project Manager / Scrum Master

- Led teams of 5+ through all phases of custom product delivery for clients, requirements gathering through QA, launch, and support.
 - Served as Scrum Master, facilitating sprint planning, task estimation, task management, sprint reviews, and retrospectives.
 - Defined the solution delivery roadmap and IT backlog, keeping product management vision aligned with delivery teams.
 - Managed multiple concurrent projects and competing stakeholder priorities, delivering on time, in scope, and on budget.
 - Leveraged Agile methodology to set success criteria and metrics for new product features, tracking milestones, expenses, and performance.
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TECHNICAL SKILLS & TOOLS

Project Management Jira · Trello · Monday.com · ClickUp · Salesforce · HubSpot · Microsoft Teams & Office · Slack · Zoom · Google Console

Frontend HTML / CSS · JavaScript · jQuery · ReactJS · Swift · Figma · Sketch · Adobe Illustrator · Radix UI · Tailwind CSS

Backend & Platforms GitHub · Xcode · VS Code · MuleSoft · Unity · ARCore · Vuforia · WordPress · Contentstack · Mailchimp · Stripe connect

Cloud AWS · Google Cloud Platform · AWS RDS · AWS Cognito · Vercel. Railway,

Systems macOS · Windows · IOS · Android

EDUCATION

Associate in Arts, Business Administration - St. Johns Community College St. Augustine, FL