

NGUYEN QUANG DUY

BUSINESS AND PRODUCT | DIGITAL COMMERCE | DATA-INFORMED DELIVERY

Ho Chi Minh City, Vietnam | 0902577827 | nquangd1510@gmail.com

Portfolio: <https://duytruyenthong.github.io/Alinguyen-portfolio/>

PROFILE

Founder and product operator with a Computer Science background and experience in digital marketing, solution consulting, enterprise support and applied AI prototypes. I turn client needs into clear requirements, commerce workflows and reviewable product builds. My data and AI work is presented with its measured and unmeasured limits.

CORE COMPETENCIES

Client discovery, business analysis, product scoping, sales funnels, website and content operations, SQL, Python, Power BI/DAX, stakeholder communication, testing and technical documentation.

PROFESSIONAL EXPERIENCE

iTechWX | Microsoft Technical Support Specialist | Apr 2025 - Present

Diagnose Microsoft 365 incidents across OneDrive, SharePoint, Exchange Online and Teams; reproduce symptoms, isolate causes, document evidence and coordinate escalations.

DUYTRUYENTHONG Agency | Founder and Operator | Feb 2024 - Present

Translate client goals into websites, content systems and commerce workflows. Build and test internal product prototypes and use Codex-assisted development with reviewable QA records.

NINA Web Service | Solution Consultant | Dec 2023 - Dec 2024

Gather requirements, define website architecture and workflows, and align client needs with delivery scope.

NINA Web Service | Web Developer | Jun 2023 - Dec 2023

Developed React and JavaScript features; debugged and tested interfaces; prototyped a retrieval-based support chatbot.

Amazing Tech | Junior Front-End Developer | Sep 2022 - Jan 2023

Supported responsive UI work, front-end refactoring, debugging and code-maintainability improvements.

SELECTED PRODUCT AND DATA WORK

STOS Sales Traffic Operating System | Live product website

Built a sales-page product with templates, a page studio, inquiry capture and Insights for views, actions and leads. AI suggestions remain planned; customer and revenue impact are not claimed.

Cho Kenh | Live marketplace website

Built a TikTok channel catalog with filters, risk and audit indicators, detail pages and manual Zalo inquiry paths. The intermediary process is manual; automated checkout and completed transactions are not claimed.

KKBox customer churn baseline | Local prototype

Explored retention features through a snapshot-date pipeline and logistic-regression holdout baseline. On 970,960 official-data labels, a local within-cohort 75/25 stratified holdout reached 0.217324 log loss and 0.819295 ROC AUC. Features use a 2017-02-28 snapshot; this is not an out-of-time, leaderboard, production or business-impact result.

Vibecode Product Kit | Public developer tool

Maintained an offline CLI, Codex profiles, templates and CI checks for traceable planning and release reviews. Public repository: github.com/DUYTRUYENTHONG/vibecode-product-kit.

EDUCATION AND LANGUAGES

Bachelor of Computer Science | Vietnamese-German University | 2021 - 2026. English: Professional Working Proficiency; German: A2.