HUONG HELENA NGUYEN

Bellevue, WA | huongquynhnguyen01@gmail.com | linkedin.com/in/helenahuongnguyen |
helenanguyen-dev.github.io/helenanguyen

Product manager who leads startup product direction, builds nonprofit data strategy, and ships AI prototypes.

EDUCATION & CERTIFICATIONS

Master of Science in Information Management, University of Washington, Seattle, WA Expected Jun 2027

- *Specialized in Artificial Intelligence and Business Intelligence*

Microsoft Certified: Fabric Data Engineer Associate (DP-700) Jul 2026

Bachelor of Science in Biochemistry, Seattle Pacific University, Magna Cum Laude Mar 2023

WORK EXPERIENCE

Data Intern, FIUTS, Seattle, WA Sep 2026 - Present

- Defined a data strategy uniting Soapbox, Salesforce CRM, and the Connect web app database, making Salesforce the single source of truth for volunteer, event, and donor records so FIUTS can retire Soapbox.
- Leading the migration of 1,000+ records dating back to 2017 into Salesforce, deduplicating contacts and validating data so staff work from one clean, trusted record.
- Redesigned event surveys and designed a self-updating, 3-page Looker Studio dashboard at $0 tooling cost and about 15 minutes of upkeep per term.
- Built privacy and turnover-proofing into the reporting: no personal data on charts, view-only access, a 5-response floor, shared-account ownership, and a handover a new staff member can pick up in 10 minutes.
- Scoped a sandbox for the Connect volunteer platform with the engineering team, so testing no longer creates real records or sends real emails.

Product Lead, ChitoClean Pre-Seed Startup, University of Washington Nov 2025 - Present

- Owned product direction end-to-end, aligning engineering, science, and business teams around a 3-KPI framework: customer acquisition cost, COGS, and adoption rate.
- Built an 18-month financial plan and unit-cost model ($1.53 COGS per unit, $922K MVP budget) to set pricing and margins, reaching the finals of 2 UW startup challenges and securing prototype grant funding.

Research Associate, Fred Hutch Cancer Research Center, Seattle, WA Jun 2023 - Aug 2025

- Built 10 Power BI dashboards and 50+ visualizations with advanced Excel models for cancer immunology research, saving 10+ hours a week and contributing to $3M+ in awarded grants.
- Owned data quality across 3-4 concurrent projects through SOPs, protocol documentation, and compliance records.
- Planned and coordinated experimental timelines across simultaneous studies, keeping results documented and reproducible for the wider lab.

PRODUCT PROJECTS

Atlas, GreatSchools x AWS Hackathon | *Product Manager; Amazon Bedrock, OpenSearch* Oct 2026

- Led a 4-person team to build an AI school-search prototype in 3 days, owning feature definition, user needs, tech stack, and UI design; recognized by sponsor GreatSchools for its UX/UI.
- Chose to show best-fit matches with a confidence level and the evidence behind them instead of a ranked list, so parents can see why a school fits and spot missing or outdated data.
- Delivered against our success criteria: captured 23 of 24 parent priorities per search and flagged 54 of 54 missing or outdated data points, at a 1.98s median response time.

Azure Docs Assistant: RAG to MCP | *Flowise, Supabase, Microsoft Learn MCP* Jan 2026 - Mar 2026

- Started as a RAG assistant that drafts PRDs for product managers, then pivoted it into an assistant that answers Azure architecture questions across 6 services, citing a curated set of 127 Microsoft documents.
- Rebuilt it over 3 versions into an agent that calls the Microsoft Learn MCP server, reaching far more company knowledge without re-indexing.
- Added responsible AI guardrails: every answer cites its sources, and the assistant says when it cannot find support instead of guessing.

Instacart Meal Plan Companion | *Product Manager; Class Project* Sep 2025 - Dec 2025

- Analyzed behavior across 50+ users to find a market gap, then defined the product vision, MVP scope, and success metrics (targets: +15% engagement, +5% average order value).
- Built the roadmap for a ~4-month, $833K MVP launch, plus user stories, acceptance criteria, a KPI tracking plan, and a break-even estimate that aligned stakeholders on priorities.
- Wrote the launch strategy and a data-backed recommendation narrative covering business impact and break-even timeline.

COMMUNITY & LEADERSHIP

International Student Coordinator, Seattle Pacific University, Seattle, WA Jun 2021 - May 2022

- Served as the main liaison between international students, faculty, and staff, and organized 10+ cross-campus cultural events from planning to execution.

SKILLS

Product Management: PRDs, Roadmapping, MVP Scoping, KPIs, User Stories, User Research, Figma, Stakeholder Alignment.
Data & Analytics: SQL, Python, Power BI, Looker Studio, Excel (advanced modeling), Salesforce, Microsoft Fabric.
AI & Cloud: RAG and MCP Pipelines (Flowise, Langflow), Amazon Bedrock, OpenSearch, Azure.