JUSTIN NGUYEN

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SUMMARY

Product and strategy professional with 6 years across Oliver Wyman and Microsoft, building enterprise technology products and turning ambiguous problems into funded, executed plans. Delivered AI-enabled platform features, operating model design, and growth strategy for large enterprise clients while leading teams of consultants and developers. CS-trained (UVA, 3.9 GPA).

EXPERIENCE

Associate, Product, Strategy & Digital Transformation | Oliver Wyman | Washington, DC — Sep 2021 to Present

The Hub, AI-powered enterprise transformation platform | 5 enterprise clients | ~100 MAUs each

- Owned product delivery for The Hub, scaling from pilot to 5 enterprise deployments; day-to-day lead on the platform's most complex and heavily customized build to date.
- Launched an in-product LLM assistant (~90% adoption across deployments) and predictive anomaly detection, and built an AI email agent trained on client communication history to draft context-aware replies.
- Automated ~50-60% of governance and reporting workflows, cutting reporting prep from ~1 week to near-instant and program lead manual data entry to ~1 hr/week.
- Designed SLAs, anomalies registers, and escalation frameworks that turned ad hoc issue handling into a repeatable operating rhythm across concurrent deployments.
- Co-developed the Hub 2.0 roadmap and AI investment case with technology leadership, securing funding for the next-generation platform; led demos to support adoption.
- Managed 5 consultants and 3 contractors/developers across overlapping deployments, building the team to own client relationships independently.

Selected Consulting Engagements

- **Global logistics provider ($90B+):** unified 10K+ users across 650 facilities on a single data platform, enabling ~$130M in annual savings; liaison between 20+ developers and C-suite sponsors.
- **E-commerce logistics client ($1B+):** designed a procurement operating model, business case, and sourcing frameworks across 20 spend categories; executive workshops led to a Chief Procurement Officer hire.
- **Healthcare labor platform ($300M):** built a 5-year $1B+ revenue roadmap and $350K analytics tool for growth strategy and IPO readiness; co-authored a white paper sizing a ~$20B market.

Program Manager, Modern Workplace | Microsoft | Washington, DC — Sep 2020 to Sep 2021

- Led a 10-person team through a Fortune 50 IT divestiture, managing $6M in engagement funds and monthly contractual amendments.
- Prioritized a ~20K-item Azure DevOps backlog using impact/effort frameworks; negotiated retention of a ~$0.5M workstream, averting >$1M in revenue loss.

EDUCATION

University of Virginia | B.A. Computer Science & Entrepreneurship | Phi Beta Kappa | 3.9 GPA — May 2020

Thomas Jefferson High School for Science & Technology | Advanced Studies Diploma — June 2016

SKILLS & CERTIFICATIONS

Product & Strategy: 0-to-1 product development · Roadmapping · Business cases · Operating model design · Financial modeling · OKRs/KPIs

Operations: Program governance · Agile/Scrum · Vendor and contractor management · Executive communication · Stakeholder alignment

Technical: Python · SQL · Excel · Tableau · Power BI · Jira · Azure DevOps · AI agent development

Certifications: CAPM · Bloomberg Market Concepts