Mai Le

Software Engineering Leadership | Product Management | Data Science

+1 778-697-7684 | lephanthuymai@gmail.com | **LinkedIn** | lephanthuymai.github.io

Mai Le has 14+ years of experience in the software industry, with more than 10 years in project/program management and 4 years in an executive role of a 1000-employee organization. She is capable of running programs at a large scale with distributed teams, working with multiple stakeholders to deliver successful products. She has got experience working in different stages of software products from product ideation, development and testing to operation and support. Since completing her Master's Degree in Data Science from the prestigious University of British Columbia, Canada in 2021, Mai has been working as a Senior Technical Product Manager for Katalon, an AI-powered all-in-one test automation solution.

EDUCATION

Master of Data Science - University of British Columbia, Vancouver, Canada

SEPTEMBER 2020 – JUNE 2021 - **GPA: 95/100**
- An accelerated 10-month program emphasizing computer and statistical skills to apply meaning to data, with opportunities to work with real-life data sets.
- **Capstone Project (2 months)**: worked with an industry partner to apply survival analysis in employee attrition prediction and inference, delivered an automated data pipeline and a visualization dashboard.
- **Highlight courses**: Supervised Learning I, II (Neural Networks, Deep Learning) , Unsupervised Learning (Clustering), Advanced Machine Learning (Natural Language Processing, Recommender Systems), Spatial and Temporal Models, Statistical Inference and Computation, Experimentation and Causal Inference (A/B testing).

Bachelor of Engineering, Computer Science & Engineering (Valedictorian – University Gold Medal) – VNU, Ho Chi Minh – University of Technology, Vietnam

SEPTEMBER 2001 - MARCH 2006

PROFESSIONAL CERTIFICATES

Professional Scrum Product Owner I - Jan 2021:

- Assessment of knowledge and experience of Product Owners within the Agile-Scrum framework.

Scaled Professional Scrum - Jan 2021

- Assessment of knowledge and experience of applying Nexus - a scaled Scrum framework supporting multiple Scrum teams working together on a single product backlog.

WORK EXPERIENCE

Katalon — Senior Technical Product Manager

Katalon, Inc. is a global product company, providing an "All-in-one" test automation solution empowering teams to deliver software with excellence. Our products fit teams and projects of any size, for any purpose: from creating tests, execution, reports to seamless integration with CI/CD ecosystem. Since our first launch, we have experienced exponential growth, served +100K enterprises worldwide, and were named the Best Test Automation of 2020 by Gartner Peer Insights.

JULY 2021 - PRESENT
- Lead product management team for two strategic products: TestOps and Katalon AI.
  - TestOps: a SaaS platform which enables software development teams to orchestrate tests and DevOps efficiently, speed up software releases.
  - Katalon AI: an intelligent platform which provides AI/ML-powered APIs consumed by other products to deliver customer value.
- **Achievement Highlights**: revamped the product architecture, improved product data analytics and product management processes.

KMS Technology, Vietnam — Vice President of Delivery

KMS Technology is a leading provider of software development, testing services, and consulting. Based out of Atlanta, GA with offices in California and Vietnam, KMS helps Private Equity firms and their portfolio companies to accelerate the delivery of innovative software solutions and make offshore outsourcing easier and more effective. Services and offerings include microservices, application transformation, DevOps, continuous testing, API testing, customer experience testing, performance & load testing, custom software development, data & analytics, application maintenance & support, software development consulting, mobile app development, cloud migration services, and continuous delivery.

JUNE 2018 - FEBRUARY 2020

- Managed a Business Unit of 150-200 software developers and testers, handled recruitment, people development, customer relations, budget and risk management.
- **Achievement Highlights**: exceeded OKRs related to revenue growth, people retention and delivery quality goals for 2 consecutive years.

KMS Technology, Vietnam — Director of Delivery

APRIL 2015 - JUNE 2018
- Planned and executed multiple highly complex software development projects in parallel.
- **Achievement Highlights**: ramped up a 120-engineer program in a record time, led 10 Scrum Teams working on 3 different products in parallel for a SaaS restaurant management platform, worked closely with product managers to manage and prioritize product backlogs and release planning (more info).

KMS Technology, Vietnam — Senior Engineering Manager

JANUARY 2013 - APRIL 2015
- Planned and executed a project of 60 engineers working on a healthcare data warehouse system, whilst still managing another account of 40 engineers for a world-class e-commerce solution provider.
- **Achievement Highlights**: achieved an average of 4.3 score (5-point scale) for Customer Satisfaction across projects.

KMS Technology, Vietnam — Engineering Manager

SEPTEMBER 2010 - JANUARY 2013
- Managed Customer Support team (30 engineers), Upgrade Services team (5 engineers) and Rapid Application Development team (6 engineers) for a world-class e-commerce solution provider.
- **Achievement Highlights**: Net Promoter score of our client improved by 50% after 1 year of transitioning customer support service from a former vendor to us (more info).

Catglobe, Vietnam — Production Manager

Catglobe, Vietnam was a company specialized in customer relationship management systems and tools for market research surveys, its business was closed in 2010.

NOVEMBER 2008 - AUGUST 2010
- Led a team of 4 data consultants, communicated with clients in Europe to define scope and customized the CRM solution to fit their needs.

Catglobe, Vietnam — Team Leader

OCTOBER 2007 - NOVEMBER 2008
- Led a team of 5 developers and testers to develop features of a CRM system.

Catglobe, Vietnam —Senior Developer

APRIL 2006 – OCTOBER 2007
- Designed and implemented complex modules of a CRM system.