



MINH TRAN, CSM

CONTACT

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EDUCATION

Scrum Alliance Certified
ScrumMaster (CSM)

Johns Hopkins University

Master of Science, Health
Care Management -
Expected Completion 2022

- Dean's Scholarship recipient

Texas A&M University, Commerce

Bachelor of Science,
Computer Science and minor
in Business Administration -
2007

- Magna Cum Laude
- Council for Advancement and Support of Education Award
- Student Vice President – Student Government Association
- President – Association for Computing Machinery (ACM)
- Unsung Hero Award

SUMMARY

A strategic, goal-oriented Product Manager with experience delivering multi-faceted insights, strategies, and tactics surrounding multi-channel product management, technology, branding, sales, and new business development. Expertise in identifying product opportunities and translating trends into on-brand product solutions that effectively communicate company vision and values.

PROFESSIONAL EXPERIENCE

MOBILE PRODUCT MANAGER

2021 – Present

Houston Methodist, Houston, TX

- Managed a team of 10 Developers (iOS and Android), Analysts, QA, and Designers in the development of Houston Methodist mobile app (Epic MyChart EMR, appointment scheduling and virtual video solution) serving over 40,000 active monthly users.
- Responsible for defining product roadmaps, strategies, policies, and visions.
- Worked with leadership and management to drive awareness and results.
- Implemented Find-a-Doctor solution for mobile app, which helps patient book appointment online.
- Managed SCRUM process, successfully integrate agile methodology to improve team's efficiency.
- Led Customer Identity Access Management (Single Sign-On) mobile initiative with over 1.2M patient accounts.
- Coordinated with marketing, management, designers, testers, and developers to lead the user experience and translate requirements into technical solutions for several key projects, including My Methodist mobile app with over 20% average user growth during the pandemic (2019-2022).
- Met with Epic regularly to collaborate on developing future product roadmap and Epic integration.
- Gathered analysis of product specifications and enhancements, customer feedback, KPIs, and market testing for the development of next generation product.

SENIOR APPLICATION ANALYST, INNOVATION

2018 – 2021

Houston Methodist, Houston, TX

- Led the logistics and construction of Houston Methodist Center for Innovation Technology Hub, a dedicated space for researching and incubating new healthcare technologies.
- Served as Interim Product Manager, led and mentored team members using Agile Scrum framework.
- Administered and executed the user experience and design aspects of Epic MyChart.
- Partnered with vendors to develop tailored application design and build sessions for business owners and stakeholders.
- Conducted industry research, usability testing, vendor selection, and identify market trends to drive innovations and raise visibility among senior management and leadership.

Notable Project Involvement: Houston Methodist mobile app (iOS & Android), mobile video visit, Epic MyChart mobile, Patient Experience tablets, Technology Hub, inpatient voice assistant (Amazon Alexa).

APPLICATION ANALYST III**2016 – 2018**

Houston Methodist, Houston, TX

- Met with leadership to plan systemwide IT usability.
- Evaluated operational/functional area workflow, investigated practices, processes, and procedures.
- Developed and modified business systems based on identified user needs, program functions, and required processes.
- Led Houston Methodist's indoor wayfinding project utilizing Bluetooth beacons from proof of concept to full deployment.
- Conducted training for departments on IT system design and best practices, resulting in a better overall user experience and improved productivity.

Notable Project Involvement: Epic MyChart, Open Scheduling, Indoor Wayfinding.

WEBMASTER**2013 – 2016**

Houston Methodist, Houston, TX

- Designed storyboards, wireframes, and prototypes to guide development based on IT requirements and usability research.
- Developed and organized artifacts, documentations, and workflows to lead business requirements.
- Analyzed keyword trends using Google Trends and Webmaster Tools to target greater audience.
- Automated data collection to support statistical analysis & to continually provide feedback on any incipient process weaknesses.

Notable Project Involvement: MASS IT Alert system, Citrix Apps and Desktop Virtualization, WebEx Web Conferencing System, AllScripts Patient Portal, MS SharePoint, HealthPost Online Scheduling System, PeopleSoft employee portal.

WEBMASTER**2008 – 2013**

Eastern New Mexico University, Portales, NM

- Administered day-to-day implementation and maintenance on the University Web site of over 8,000 pages.
- Led the development of the new single sign-on student portal and mobile app.
- Developed Web applications using PHP, JavaScript, HTML, XML, SQL and CSS.
- Streamlined University standards for design, editorial guidelines, compatibility, security and ADA 508 compliance.
- Taught senior-level Web development courses, final project included paid projects from local businesses, giving students the opportunity to apply their knowledge into careers.