KHANG "KEN" NGUYEN

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EDUCATION

THE UNIVERSITY OF TEXAS AT AUSTIN, McCombs School of Business, Austin, TX **May 2028**
Master of Business Administration
- GMAT: 750; Concentration: Strategy & Innovation
- Operations Fellow: Selected for experiential program in operations strategy, supply chain and consulting
- McCombs+ Project: Selected for Strategy& engagement on data center market evaluation and site-selection scoring

ROLLINS COLLEGE, College of Arts and Sciences, Winter Park, FL **May 2019**
Bachelor of Arts in Economics, Mathematics, and Computer Science

EXPERIENCE

BRUMLEY INSTITUTE OF GRADUATE ENTREPTRENEURSHIP, Austin, TX **September 2026 – Present**
Student Consultant, Small Business Impact Program
- Partner with two small business owners to diagnose marketing and operational challenges and prioritize growth opportunities

ZEUS COMMAND, Austin, TX **October 2025 – August 2026**
AI-enabled operating platform for small and midsize businesses
Co-Founder/Chief Product & Technology Officer
- Co-founded AI software business after 20+ owner interviews and ~15 prospect demos; translated recurring customer challenges into product priorities across finance, sales and operations
- Partnered with co-founder to test adoption assumptions; used customer behavior to drive an integration-first pivot, cutting onboarding 80%, from five days to one, and helping win the first paid beta customer
- Designed freemium and paid add-ons by weighing customer value, competition, development costs and time to revenue

APPLIED MATERIALS, Austin, TX **May 2026 – August 2026**
Manufacturing Technician, Etch NPI
- Secured adoption of assembly-sequencing changes to reduce error and part-damage risk on a ~20-unit/week line; proposed a fixture redesign that advanced to Engineering review
- Selected for internal AI Productivity Bootcamp; traced ~8 labor-hours of duplicate work to inconsistent tracking records and proposed automated reconciliation and alerts to prevent repeat assignments

IBM, San Jose, CA **July 2019 – October 2024**
Technical Product Manager (November 2022 – October 2024)
- Led roadmap and capacity planning for three teams (20+ technical staff), weighing customer demand, segment financial performance and support trends to prioritize modernization investments
- Negotiated earlier test access with peer teams and sequenced dependencies in a Java modernization program spanning ~15 global teams; absorbed unexpected rework and delivered the IMS workstream on schedule

Product Manager (January 2021 – November 2022)
- Built business case for AI-assisted customer self-service; assembled four-person team across Engineering, Design and Support, engaged three customer sponsors and led development through production launch
- Designed evaluation across 10 common search topics using historical time-to-find baselines and 30+ internal and external testers; demonstrated up to 90% faster discovery of relevant product information

Associate Product Manager (July 2019 – January 2021)
- Built IBM IMS's first go-to-market operating model; aligned 50+ stakeholders across Product, Engineering, Sales, Support and Marketing on repeatable launches, content planning and handoffs
- Analyzed product usage and customer technology strategies to identify a priority segment; reframed modernization as both retention risk and growth opportunity, shaping product investment

ADDITIONAL
- Leadership: AMA Austin Chief of Staff (volunteer); restructured 10-member board and sustained operations for ~400 members
- Certifications & Training: Project Management Professional (PMP)®; Applied Materials Lean Lab
- Languages: Vietnamese (Native), Spanish (Advanced)
- Personal Interests: Developing and testing Vietnamese-Mexican fusion recipes; furniture making; backcountry skiing