

THAO DAO

TECHNICAL PRODUCT MANAGER | SYSTEM INTEGRATION | AGILE PROCESS

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Technical Product Owner with 4+ years of experience delivering complex B2B SaaS platforms across multiple domains including finance operations, cloud, and blockchain. Strong background in end-to-end project delivery, requirements analysis, process mapping, and cross-functional delivery. Proven ability to translate business needs into clear functional workflows and software requirements ensuring on-time and scalable delivery.

PROFESSIONAL EXPERIENCE

Technical Product Manager - [SkyLab Group](#)

03/2025 - Present

Drove product implementation across multiple initiatives spanning cloud services, blockchain, and enterprise AI SaaS – from requirements definition through to launch.

- Designed and shipped cost monitoring dashboard and payment reconciliation workflows for a cloud-service-provider billing platform, standardizing pricing logic across 4 cloud providers (AWS, Azure, Huawei, Alibaba Cloud) to eliminate inconsistencies in invoicing and cost attribution.
- Delivered investor-facing product across 6 modules for a blockchain-based RWA investment platform, translating complex tokenization workflows into intuitive interfaces for non-technical investors.
- Leading product design across 8 modules for an AI ERP platform targeting SMEs, acting as the primary PM for cross-market requirement gathering across Korean and Singaporean clients.

Key Projects

Lumicap – Blockchain RWA Investment Platform – Shipped, pre-launch

- Led the build of a platform that turns real-world assets GPU/compute into on-chain investment funds.
- Owned the crypto core: digital-asset custody (multisig wallets), an on/off chain ledger with USDC settlement, fund management with NAV tracking and a clear transaction history.
- Tech: Multi-chain/EVM, ERC-20, USDC, Privy, HashiCorp Vault, Arweave

COSAP – Multi-tenant B2B ERP AI SaaS – Regulated, Korea

- Own product for an AI-powered ERP built as an affordable SAP alternative for Korean SMBs across accounting, legal compliance, payroll
- Tech: Multi-tenant SaaS, Toss Payments Integration, Lago, RAG Pipelines & LLM Orchestration

PAC – Cloud Service-Provider Billing Platform • Cloud, Multi-tenant SaaS

- Own the billing for a cloud platform selling compute, storage, and network services to tenants across multiple regions.
- Owned the billing domain end-to-end: usage metering, multi-currency pricing, invoices, credit notes, and revenue dashboards. Specified API-heavy integrations that turn multi-service usage into accurate tenant invoices.
- Tech: Cloud Resource usage metering, multi-currency, API-first integration

IT Business Analyst - [ReOrc AI](#)

04/2024 - 03/2025

Drove the development of an enterprise data platform by structuring governance, workflows, and validation processes to improve data reliability and delivery efficiency.

- Conducted benchmarking analysis of enterprise data platforms to design governance and access-control frameworks, improving compliance and decision reliability.
- Designed and launched data modeling and lineage features that enabled business users to trace data origins and dependencies, reducing reporting ambiguity and strengthening trust in analytics outputs.
- Improved development efficiency by reducing rework by 40% and accelerating feature delivery by 20% through clearer requirement frameworks and validation checkpoints.
- Led user acceptance testing by designing functional and data validation scenarios, ensuring accurate reporting outputs prior to release (95% first-pass success rate).

Owned roadmap and performance optimization for digital products within Vietnam’s leading messaging platform.

- **Owned roadmap and delivery execution** for 1 new product launch and 4 existing products, coordinating multiple cross-functional teams (engineering, design, data).
- Led and collaborated with Designers and developers to **refine and actualize concepts from design documentation**.
- Developed and implemented a **tracking dashboard for Zalo Game Center**, reducing manual extracting data by 40% and improving data-driven decision-making.
- Optimized **in-game ad placements through A/B testing**, increasing total ad revenue by 30% within six months
- Led optimization efforts by executing monthly in-game events, **boosting user engagement by 15% and increasing paying users by 3%**.

CORE SKILLS

Product Management: Product Research (Market & User Research), Project Management, Stakeholder Management
Business Analysis & System Design: Requirements Gathering, User Story, Process Mapping (UML, Flowcharts)
Tools: A/B Testing, SQL (MySQL), Claude Code, Figma, Jira & Confluence
Technical & Integration: Cloud Economics, Blockchain & Real Asset Tokenization, API Integration, Multi-tenant SaaS Architecture, Microservices Architecture, RAG pipelines and LLM orchestration Architecture.

EDUCATION & CERTIFICATIONS

Bachelor's in International Trade - Foreign Trade University 2019 - 2023
Major in Economics and Logistic
Certifications: AWS Solution Architect Associate (SAA), Google Data Analytics Course, Oracle Cloud Infrastructure Architect Associate