

HUY LE DUC (GAVIN)

leduchuy89vn@gmail.com | 0933.660.805 | linkedin.com/in/leduchuy



PRINCIPAL PRODUCT MANAGER | HEAD OF PRODUCT

Pioneering Multi-Agent AI & Platform Architect | Driving Zero-to-One Growth

EXECUTIVE SUMMARY

A strategic **Product Leader** with **15+ years** of cross-functional experience progressing from software engineering to executive leadership and entrepreneurship. Proven track record of scaling technology platforms from "Zero-to-One", **driving multi-billion VND daily revenues**, and acquiring **500,000+ users**. Pioneering the integration of **Agentic Products** and Multi-Agent AI ecosystems into enterprise workflows, fundamentally revolutionizing traditional product lifecycles through **Agentic Coding** to drastically reduce Time-to-Market. Blends deep technical acumen with a strong commercial mindset to optimize P&L, retention, and modern AI performance metrics.

CORE COMPETENCIES

- **Product Leadership & Business:** Product Strategy, P&L Ownership, Cross-functional Team Leadership, Go-to-Market (GTM) Strategy, Agile/Scrum Scaling, BOT Model Execution, Stakeholder Management.
- **Modern Product Metrics (2025/2026):** Predictive CLTV, Net Revenue Retention (NRR), Product Engagement Score (PES), PoC/MVP Iteration Velocity, Task Completion Rate, Customer Acquisition Cost (CAC) Optimization.
- **Emerging Tech & Agentic AI:** Multi-Agent Systems, Agentic Workflows, AI Governance & Guardrails, Vibe Coding / AI-Assisted Engineering, Model Context Protocol (MCP), API Orchestration.
- **Product Architecture:** SaaS, Subscription Models, Gamification & FinTech Integration, IoT Ecosystems, Proprietary Algorithm Design.

PROFESSIONAL EXPERIENCE

DREAM TALENT | Sr. Product Manager | Head of Product

(Sep 2025 - Present)

Spearheaded the transition to an AI-native operational model by architecting "Agentic Products" across key business verticals, optimizing internal workflows and external platforms.

- **PropTech Platform & Agentic MVP Prototyping:** Led the architectural product design of a next-generation PropTech digital exchange aligned with the 2026 government framework. Fundamentally disrupted traditional product lifecycles by leveraging **Agentic Coding workflows** to rapidly deploy Proof of Concepts (PoCs) and highly functional MVPs. This iterative testing engine accelerated market validation and drastically reduced Time-to-Market from months to days. Designed a Multi-Agent AI system (Market Intelligence, Matchmaking, and Marketing Orchestrator agents) to automate property discovery and social commerce for US-based investors.
- **InsuraTech CRM:** Directed the end-to-end product lifecycle of a robust CRM supporting **120+ telesales agents** in the highly regulated US life insurance market. Pioneered an agentic workflow deploying a Lead Enrichment Agent, a Real-time Compliance Agent, and an Execution Agent. Successfully established confidence thresholds (guardrails) and evaluation metrics, driving higher lead conversion rates while reducing administrative overhead.
- **Enterprise Internal Tools:** Delivered a dynamic Multi-Agent ecosystem for HR and corporate communications. Replaced static portals with an L&D Agent, an Assessment Agent, and an Internal Communications Agent. Achieved a 50%+ reduction in human intervention for periodic

skill testing and workflow orchestration, driving significant improvements in Employee Engagement and Task Completion Rates.

GREEN STUDIO | Head of Product & Co-Founder

(Aug 2018 - Sep 2025)

Established a tech venture builder using the Build-Operate-Transfer (BOT) model, consistently maintaining contract margins >40% and leading a cross-functional team of 12.

- **Smart Vending Machine (AI-Driven R&D):** Spearheaded a pioneering "Zero-to-One" project using the **"Vibe Code"** methodology, treating AI as a core engineering teammate to design system architecture, analyze business logic, and write firmware for industrial component dispensers.
- **Phu Quoc Express Ticketing:** Orchestrated a large-scale system processing **1.2 to 3 billion VND in daily ticket sales** (2019) and achieving 800 million VND revenue on day one, managing complex debt reconciliation for **200+ agents**.
- **Wisepass & Talaria:** Architected a cross-border SaaS POS for the beauty industry and a VIP membership platform featuring a robust **auto-renewal subscription** model across Vietnam and Thailand.
- **Nét Việc Làm:** Designed the proprietary **'SeedSCORE' algorithm** to autonomously evaluate and match candidate suitability for university students.

GREEN FOOD | Head of Digital & Co-Founder

(Aug 2018 - Apr 2025)

Infused technology into the F&B industry, securing status as one of only 13 authorized food enterprises during city-wide COVID-19 lockdowns.

- Architected a proprietary centralized online ERP/CRM system to scale a premium organic food business to a 3-branch network.
- Executed a data-driven marketing strategy, acquiring **30,000+ high-value customers** and achieving an Average Order Value (AOV) of **500,000 VND**.
- Maintained a highly efficient marketing cost of under **8% of total revenue** while sustaining a **48%+ Net Retention Rate (NRR)** through the 2023-2024 period.

TIKI CORPORATION | Head of Mi Ki - Digital Content

(Aug 2015 - Nov 2016)

Led a 15-person cross-functional team to build Vietnam's leading ebook platform from a blank page to a 500,000-user base.

- Drove product stickiness and user engagement by architecting **gamification features**, a prepaid wallet system, and a tiered loyalty rewards program.
- Optimized user acquisition funnels and payment integrations (SMS, IAP, ATM), achieving an exceptionally efficient Cost Per Install (CPI) of **\$0.38**.
- Directed business development efforts to partner with 80 of Vietnam's largest publishing houses, securing over **500 exclusive titles**.

TIKI CORPORATION | Mobile App Leader

(Aug 2013 - Jul 2015)

Led and mentored a technical team of 4, establishing a strong foundation for product quality and strategic problem-solving.

AUREOLE INFORMATION TECHNOLOGY INC. | Software Engineer

(Jul 2011 - Aug 2013)

Acted as a Bridge Engineer for prominent Japanese clients (Softbank, Mitani Group). Managed project tasks and resource allocation, consistently ensuring final project costs remained within a strict variance of 15% of the initial budget.