

# LIAM VONG

## Cloud Product Manager

Phoenix · Arizona · US

liam.vong@email.com | (602)

555-0198

## Profile

Results-driven Cloud Product Manager with 14+ years of experience leading end-to-end product development in enterprise cloud computing environments. Proven track record of defining scalable cloud platforms, orchestrating cross-functional teams, and delivering cloud-based solutions across public (AWS, GCP), private, and hybrid infrastructures. Adept at leveraging technical depth in cloud-native architectures, CI/CD tooling, and infrastructure-as-code to align product strategy with business outcomes. Expertise in cloud telemetry, developer portals, and SaaS product lifecycle management, with a consulting mindset honed through engagements with Fortune 500 technology and financial clients. Passionate about building data-informed product roadmaps, optimizing adoption metrics, and enabling engineering teams through intuitive cloud tooling.

## Skills

Cloud Platforms, Cloud-Native Technologies, CI/CD & Infrastructure, Programming & Scripting, Product Management Tools, Methodologies, Product Lifecycle Management, Data & Analytics, Security & Compliance, Soft Skills, Other

## Languages

### English | – Present

Native

### Mandarin | – Present

Conversational – lived in Shanghai for 6 months during university exchange

## Awards

### Promotion via Internal Review | 2012-03-01

DataNex Solutions

Promoted from Senior Cloud Engineer to Product Lead, Enterprise Cloud Solutions after

demonstrating cross-functional leadership on cloud migration project.

### Promotion | 2017-06-01

InRhythm Technologies

Promoted from Associate Product Manager to Product Manager, Cloud Operations Platform.

## Certifications

### AWS Certified Solutions Architect – Professional | 2023-01-01

Amazon Web Services

### Certified Scrum Product Owner (CSPO) | 2016-01-01

Scrum Alliance

### Google Cloud Professional Cloud Architect | 2019-01-01

Google Cloud

## Interests

### Professional Interests | – Present

- Cloud infrastructure podcasts
- building home Kubernetes clusters
- attending DevOpsDays conferences

### Hobbies | – Present

- hiking the Sonoran Desert

## Experience

### InRhythm Technologies

Senior Cloud Product Manager | 01 Apr 2020 – Present

Led product strategy for cloud orchestration platforms serving enterprise clients in finance and healthcare. Partnered with engineering, design, and security teams to deliver scalable, compliant, and observable cloud infrastructure solutions. Managed a product team of 3 junior PMs and mentored 2 product analysts.

- Drove 40% increase in platform adoption across 12 enterprise clients by redesigning the developer self-service portal using user research and persona modeling.
- Spearheaded integration of Prometheus and Grafana into cloud monitoring stack, reducing mean time to detect (MTTD) critical incidents by 68% and improving SLO tracking.
- Authored and socialized cloud migration playbook used in 18 client engagements, shortening deployment cycles by an average of 3 weeks.
- Defined and prioritized 15+ epics for multi-cloud provisioning system, delivering full support for AWS and GCP hybrid deployments within 10 months.
- Led quarterly product vision workshop with CTOs and business executives, aligning roadmap with client innovation goals and competitive positioning.

### InRhythm Technologies

Product Manager, Cloud Operations Platform | 01 Jun 2017 – 31 Mar 2020

Owned product line for internal and client-facing cloud operations tooling. Transitioned legacy operations dashboard to a microservices-based platform with CI/CD pipelines.

- Reduced cloud operational costs by 27% enterprise-wide by introducing rightsizing recommendations and cost visibility dashboards in BigQuery.
- Collaborated with engineering to implement Terraform-based provisioning workflows, cutting provisioning time from 4 days to under 2 hours.
- Launched automated alerting system using CloudWatch and Stackdriver integrations, decreasing false-positive alerts by 52%.

### InRhythm Technologies

Associate Product Manager, Cloud Infrastructure | 01 Sep 2015 – 31 May 2017

Supported development of cloud governance framework and resource catalog. Focused on improving developer onboarding and tool integration.

- Built user story library in Jira that reduced requirement ambiguity by 40% for engineering teams.
- Led user research across 5 client tech teams to define pain points in cloud access management, directly informing next-gen IAM system.

### DataNex Solutions

Product Lead, Enterprise Cloud Solutions | 01 Mar 2012 – 31 Aug 2015

Shifted from engineering to product management after demonstrating cross-functional leadership on cloud migration project. Led product definition for private cloud platform serving financial institutions.

- Directed full lifecycle delivery of a hybrid cloud management console, achieving 98% uptime and reducing client migration effort by 50%.
- Co-authored strategy paper on cloud cost transparency adopted by 3 major banking clients; credited with improving renewal rates by 18%.

### DataNex Solutions

Senior Cloud Engineer | 01 Oct 2009 – 29 Feb 2012

Designed and maintained secure private cloud environments using VMware and OpenStack. Authored automation scripts and contributed to CI/CD pipeline setup.

- Automated patch deployment for 200+ VMs using Ansible, reducing manual effort by 75%.
- Participated in incident response team, decreasing recovery time (MTTR) by 35% through improved monitoring configurations.

### TechStride Inc.

Cloud Solutions Intern | 01 Jun 2008 – 31 Aug 2008

Supported initial deployment of AWS-hosted analytics platform. Documented deployment patterns and assisted in load testing.

## Education & Training

### Master of Science, Information Systems

University of Arizona

01 Jan 2007 – 31 Dec 2009

Result: Graduated with Honors

### Bachelor of Science, Computer Science

Northern Illinois University

01 Jan 2004 – 31 Dec 2008

## Projects

### Enterprise Cloud Telemetry Dashboard | – Present

Launched enterprise cloud telemetry dashboard used across 15 client accounts, resulting in 30% faster troubleshooting and \$2.1M annual savings in ops labor.

### IaC Standards Adoption | – Present

Drove full adoption of IaC standards across client projects, reducing environment drift incidents by 90% over 18 months.

### Cloud-Native Portal for Financial Clients | – Present

Led first cloud-native portal for financial clients with SOC 2 compliance, achieving certification in under 4 months—industry benchmark is 6–8.

### Net Promoter Score (NPS) Improvement | – Present

Improved Net Promoter Score (NPS) from +32 to +61 among engineering users by implementing feedback loops and UX improvements.

### Strategic Vision Documents | – Present

Authored 12 strategic vision documents adopted as client cloud blueprints, influencing \$15M in contracted service delivery.

### Product Backlog Cycle Time Reduction | – Present

Reduced product backlog cycle time by 45% by introducing weighted shortest job first (WSJF) prioritization framework.

## Publications

### Cloud Migration Playbook | 2020-01-01

InRhythm Technologies

Authored and socialized cloud migration playbook used in 18 client engagements, shortening deployment cycles by an average of 3 weeks.

### Strategy Paper on Cloud Cost Transparency | 2014-01-01

DataNex Solutions

Co-authored strategy paper on cloud cost transparency adopted by 3 major banking clients; credited with improving renewal rates by 18%.

### Capstone Thesis | 2009-12-31

University of Arizona

Capstone: “Autoscaling Strategies in Hybrid Cloud Environments”

## References

References available upon request.