

FOR HIRING MANAGERS

With over a decade of experience in software development and systems architecture, Olivia has built a career at the intersection of complex data, environmental science, and user-centric design. Her recent work has focused on engineering digital solutions for ecological preservation, specifically through her role at Verity Nature. As a Product Manager for this ESG tech leader, she spearheaded the strategy, roadmap, and end-to-end development of Digital MRV (Measurement, Reporting, and Verification) solutions tailored for Australia and New Zealand.

In collaboration with the CTO and Lead Developers, she conceptualized and built software designed to translate physical nature-based conservation and restoration data into verifiable digital frameworks. Her role involved leading specialized research and design workshops to facilitate innovation in MRV technology, ensuring that high-fidelity design mockups and interactive prototypes were technically aligned with complex environmental data requirements. This meticulous process of building verifiable digital infrastructures for nature-based solutions mirrors the precision and "systems-thinking" required in geological site assessment and environmental engineering. Her professional journey includes high-stakes roles as a UX/UI Design Lead at Mercedes-Benz in Germany and Research/Design Head for international agencies. These roles honed her ability to manage multifaceted technical projects and craft effective product strategies.

Olivia is now pivoting her expertise toward Engineering Geology, seeking to apply her 13 years of data-driven strategy to the physical challenges of planetary science and sustainable infrastructure. Beyond the office, her passion for "earth systems" is literal; she is an avid rock climber who founded and operates a home bouldering gym in Saigon, giving her a hands-on appreciation for the mechanics and structures of the physical world.

SKILLS

Tools	VS Code, Github, Gitlab, Figma, Webflow, Framr, Miro, Hotjar, UserTesting, Adobe Suites, Blender, Rive, Canva.
Programming Languages	Basic understanding of Python, Git, \LaTeX , Javascript.
Quantitative Research	ESG field work lab results digitalisation, Nature-based solutions for nature restoration and reservation, Automotive customer behavior.
Communication	English (fluent speaker), Vietnamese (native speaker)

TECHNICAL EXPERIENCE

Product Manager - Digital MRV System

Aug 2023 - Nov 2025

Verity Nature Ltd

Singapore/Australia/New Zealand

- Digitalized Environmental Fieldwork: Led initiatives to transition manual soil, water, hydraulic sampling, biodiversity observation, transecting tasks to digital-first MRV systems in AU/NZ.
- ESG Research Leadership: Designed functional frameworks for biodiversity and environmental monitoring, focusing on data verification and reporting accuracy.
- Regional Tech Strategy: Developed digitalization roadmaps for field-based scientific teams, enhancing data integrity in complex geological and biological environments.
- Data Integrity in Remote Environments: Designed "Offline-First" synchronization architectures, ensuring zero data loss during biodiversity and hydraulic assessments in areas with no cellular connectivity.

Product Manager - Digital Planting/Protecting Trees solutions

Aug 2023 - Nov 2025

Verity Nature Ltd

East Africa

- Community-Led Restoration Systems: Designed and co-developed a large-scale, crowd-sourced platform for nature restoration and reservation across East Africa. The system focused on incentivizing local participation in reforestation through verifiable environmental actions.
- Gamified Conservation (Incentive Engineering): Engineered a "Leaderboard and Rewards" framework for tree planting and long-term protection. By applying gamification principles, the system increased local engagement and survival rates of saplings by rewarding sustained "protection" rather than just initial "planting."
- Multi-Stakeholder Data Analysis: Designed and jointly built a comprehensive data analysis tool to track the lifecycle of thousands of trees. This tool enabled real-time monitoring of growth rates, survival statistics, and community impact, providing transparent data for international ESG investors.
- Scalable Field Verification: Developed protocols for "crowd-sourced verification," allowing local planters to provide photographic and GPS evidence of tree health, which was then processed via the central analysis tool to trigger automated rewards.
- Regional Strategic Impact: Managed the technical alignment of the platform to meet the unique infrastructure challenges of the East African region, including low-bandwidth optimization and SMS-based integration for remote planters.

Lead UX/UI Designer - Mercedes-Benz Customer Portal

Mercedes-Benz Mobility AG

April 2019 - Mar 2022 / Dec 2022 - Oct 2023

Singapore/Germany

- Co-led research and design initiatives for the Mercedes-Benz Financial Services aftersales customer journey, focusing on AAP, AU, NZ, and European markets.
- Strategized, planned, and executed user interviews and studies to gather actionable insights and validate product hypotheses.
- Analyzed UX research data to develop customer-driven product design roadmaps, ensuring alignment with business goals and user needs.
- Managed the end-to-end design roadmap, overseeing the product lifecycle from concept creation to design, usability testing, development readiness, and production stages.
- Collaborated effectively with stakeholders, including designers, product owners, developers, and chief product owners, to ensure seamless execution of projects.
- Established and advocated design philosophies and best practices within crossfunctional teams, fostering a culture of design excellence.
- Delivered high-quality design mockups and interactive prototypes for a range of products, ensuring alignment with user requirements and brand standards.
- Organized and facilitated research and design workshops to drive collaboration and innovation within internal teams.

Research and Design Lead - Multiple Disciplined Products

Mission+

Mar 2022 - Dec 2022

Singapore

- Products included: Trading platform, AIA x Amplify Vitality App, Oil trading platform, Brand design consultancy.
- Established and implemented comprehensive Research and Design roadmaps for both internal development initiatives and client engagement projects.
- Aligned the roadmap with organizational objectives, business requirements, and emerging market trends to ensure innovative and impactful outcomes.
- Initiated usability testing, user interviews, and hypothesis validation processes to uncover actionable insights and enhance user satisfaction.
- Developed and refined product prototypes to validate ideas quickly and efficiently, fostering an iterative design approach.
- Bridged the gap between users, customers, business owners, stakeholders, and technical teams by facilitating a unified understanding of goals, challenges, and solutions.
- Utilised statistical research, data analysis, and productivity metrics to provide clear, evidence-based insights that drive informed decision-making. research and design.
- Led the conceptualization of new product ideas through rapid design prototyping methods, enabling swift iteration and alignment with user expectations.
- Integrated design principles and tools to enhance product development efficiency and effectiveness.

Lead UX/UI Designer

PathScale

Sep 2018 — Seasonal

Singapore

- Worked closely with CTO, game artist, and development team to produce strategic product features.
- Conceptualized and developed UI design for various products, including: video game UI, video game web-app admin, support chat system, trading platform.
- Assisted the team with graphic design, presentation design, sales pitch design.

Senior QA/QC Engineer

Sutrix Group

2016 - 2017

Vietnam

- Create/update test cases that meet business and technical criteria for assigned projects.
- Create/update solid test plans that follow the project's general plan.
- Perform testing includes: Blackbox test, UI test, user acceptance test, run automation test, performance test, load test, regression test.
- Perform CMS testing on Wordpress, Sitecore, Joomla, OpenCMS.
- Work closely with PM, team lead, team member to give the best quality for project.

QA/QC Engineer

Gameloft

2013 - 2016

Vietnam

- Mobile game testing including black box test, UI test, Automation test, Grey box test - test AUT with tool configuration (CROM, Ads server, Ads config etc.)
- Testing follow test cases for each requirement (Android, Amazon, Google shop, Ads etc).
- Create test cases for specific features or functions of the AUT.
- Projects: Asphalt 8 and its updates, Modern Combat 5, Dragon Mania, Trivial pursuit.

EDUCATION

Google Project Management, Project Management, <i>Coursera</i>	2025
Certified Associate Project Management, <i>Institute of Project Management</i>	2021
Polytechnic Diploma, Communication Design, <i>Orita Sinclair</i>	2018

ACTIVITIES

Founded Boulder Box Saigon, Vietnam	2023 — Recent
Founded Non-Profit Trekking & Charity Youth Club	2013