

# Hang Tran Garcia

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📍 Ashburn, VA

🌐 hang-tran-0608



Product Owner, Manager, and CRM professional with over a decade of experience streamlining business processes and making data more accessible. Experienced in delivering CRM features within Agile environments, including SAFe and hybrid frameworks. I work closely with technical teams and business leaders to support growth and improve operational consistency, while defining clear product roadmaps and driving execution against timelines to ensure on-time, high-impact delivery.

## 📁 Work Experience

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### Corporate Services Manager, CRM Product Owner

06/2022 – Present | Remote

*CGI Technologies & Solutions*

- Direct the product roadmap for the internal CRM platform, translating organizational objectives into high-impact system enhancements and scalable features.
- Serve as the primary liaison and trusted advisor between technical teams and leadership, translating complex requirements into actionable deliverables.
- Manage the end-to-end sprint backlog across diverse delivery frameworks, collaborating across multiple teams to meet program increment and program goals.
- Work cross-functionally with analytics, UX/design, and enablement teams to deliver high-impact solutions.
- Serve as product ambassador through demos, training, and stakeholder support to drive adoption.
- Analyze and monitored post-launch performance and user adoption to refine internal CRM strategy and maximize platform for Business Development teams.

### Senior Operations Change Management Analyst

11/2020 – 05/2022 | McLean, VA

*Freddie Mac*

- Led the migration of legacy loan data to the Resolve platform, resolving critical data mapping conflicts that would have otherwise delayed the program launch.
- Identified critical bottlenecks in the migration path and realigned project resources to maintain delivery timelines for high-priority Modern Delivery programs.
- Partnered with cross-functional teams to ensure 100% data integrity during large-scale transitions from legacy systems to modernized platforms.

### Senior Business Development Analyst

01/2020 – 10/2020 | Herndon, VA

*ManTech International*

- Managed internal pipeline reporting and analysis for a multi-million dollar portfolio, identifying trends and territory coverage gaps.
- Redesigned the pipeline reporting cadence to catch coverage gaps before they impacted quarterly targets.
- Built and launched a centralized SharePoint platform to streamline access to operational documents, increasing team document retrieval efficiency.

- Advised leadership on internal business development strategy by designing monthly reporting packages that visualized operational metrics and pipeline health.

### Senior Reporting Analyst

05/2019 – 01/2020 | Herndon, VA

*ManTech International*

- Partnered with internal communications teams to convert complex gap analysis and data models into strategic visualizations for executive review.
- Built self-service dashboards that provided actionable insights by leading requirement gathering across finance and resource management teams.

### Senior Business Initiatives Analyst

09/2017 – 05/2019 | McLean, VA

*Freddie Mac*

- Managed the execution of a high-visibility servicing project roadmap, coordinating over 500 business data elements across multiple teams to ensure milestone compliance.
- Facilitated communication between technical teams and management to identify process improvement opportunities and drive archival strategy.

### Senior Business Intelligence Analyst

05/2014 – 09/2017 | Sterling, VA

*Asurion*

- Automated manual reporting into Tableau dashboards, saving 10+ man-hours per week and increasing BI tool adoption across the organization.
- Analyzed performance for major accounts including Walmart and Amazon, providing data-driven insights that directly supported warranty operations and sales improvements..

## Education

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### Bachelor of Science in Analytics

West Lafayette, IN

*Purdue University Global*

## Skills

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|----------------------------|---------------------------|--|
| • PowerPoint Presentations | • Highly Analytical       | • Business Intelligence Tools            |
| • Advanced Microsoft Excel | • Exceptionally Organized | • Issue & Project Tracking               |
| • Project Management       | • Flowcharts and Visio    | • Customer Relationship Management Tools |
| • Mural and SharePoint     | • Knowledge of JIRA       |  |

## Certificates

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**Certified SAFe 6 Product Owner/Product Manager** 

**Business Management and Information Technology Career Studies Certificate**

**Tableau Desktop Specialist**   
Credential ID: 1020800