

Ngu Wah Aung (Charm)

Product Owner | PSPO II, PSM II | Product Strategy & Delivery

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Portfolio www.nguwahaung.com (Case studies: Fintech, HR Platform, Education Sector and Multi-role Platforms)

About Me

Product Owner with a background in UX and system design, specialising in complex platforms such as fintech, onboarding, authentication, and multi role SaaS systems.

Drives product decisions from discovery to delivery, defining product direction, prioritising backlogs, and aligning user needs, business goals, and technical constraints to deliver scalable, real world solutions.

Combines strong product thinking with hands-on execution, working closely with engineering and stakeholders to build intuitive, high impact products in environments where accuracy, clarity, and reliability are critical.

Experience

Feb 2024 - Mar 2026

Tesla Studio Global, Thailand - *Senior Product Designer*

- Drove product improvements for cross-border payment flows, focusing on reducing user errors and improving transaction success in high risk financial scenarios
- Translated business requirements into prioritised product features, aligning user needs, compliance requirements, and technical constraints
- Defined user flows, edge cases, and acceptance criteria to support clear communication and efficient delivery with engineering teams
- Made product decisions to simplify complex transaction workflows, improving clarity and reducing friction in multi step financial processes
- Collaborated closely with cross functional teams to iteratively improve product performance based on user behaviour and feedback

Mar 2024 - Dec 2025

UniLinks, Hong Kong - *Co-Founder & Product Owner (Side Venture)*

- Defined product vision and direction for a multi role platform connecting students, mentors, and universities, addressing gaps in transparency, access to real student insights, and reliance on traditional agents
- Translated user and business needs into product features, prioritising improvements in onboarding, matching logic, and engagement flows

- Drove ~15% month over month growth through continuous iteration on core product areas and user experience improvements
- Defined end to end product flows across Student, Mentor, and Admin platforms, shaping product structure, key interactions, and system behaviour
- Introduced key product features such as peer consultation, transparent programme information, and referral incentives to improve trust and engagement
- Collaborated closely with engineering to deliver scalable features and iterate based on user feedback and product insights

Dec 2019 – June 2023

KBZ Bank, Myanmar – *Senior UI/UX Designer*

- Contributed to product improvements for onboarding and authentication systems used by millions of retail and commercial users
- Identified key pain points in user journeys and collaborated with product, engineering, and compliance teams to improve conversion and reduce drop offs
- Defined user flows and requirements to support secure, scalable, and regulation compliant product delivery
- Simplified complex KYC and multi step workflows by reducing redundancy and improving clarity in decision processes
- Supported cross functional delivery of digital banking platforms, aligning user experience with business and regulatory requirements

Nov 2018 – Nov 2019

BetterHR, Myanmar – *Founding Member & Senior Product Designer*

- Founding member of the product team for a cloud based HR platform serving 200+ companies and 35,000 employees across Southeast Asia
- Identified key challenges in HR workflows, including payroll processing, attendance tracking, and employee management across different business contexts
- Defined user flows and product structures for core HR modules, simplifying complex multi step processes into scalable solutions
- Translated real world HR practices into product features through user research and collaboration with domain experts
- Worked closely with engineering to validate and deliver solutions, supporting cross functional product development

Jun 2016 – Oct 2018

Nexlabs, Myanmar – *Senior Frontend & UI/UX Developer*

- Built frontend and CMS based applications, including e commerce and custom business platforms for local and international clients
- Contributed to projects for global brands such as Samsung, Mercedes, Carlsberg, and NESCAFÉ, ensuring reliable and high quality implementation
- Transitioned into product design by creating UI and UX solutions for web and mobile applications, improving usability and overall user experience
- Collaborated closely with designers and engineers to ensure accurate implementation and strengthen alignment between design and development

Jun 2014 – May 2016

Global Wave Technology, Myanmar – *Web Designer*

- Designed marketing materials and digital assets for software and enterprise clients
- Contributed to UI design and redesign of systems including POS, HR and payroll, fuel management, and e government platforms
- Improved UI consistency and usability across products serving SME, mid sized, and enterprise businesses

Jan 2013 – May 2014

SKYNET Media, Myanmar – *Web Designer*

- Maintained and updated company and client websites to improve usability and content structure
- Designed graphics, layouts, and branding assets for digital and broadcast platforms
- Gathered client requirements and feedback to support design decisions and project alignment
- Supported early UX documentation and user research activities

Education

Master of Arts (Interaction Design)

Harbour.Space University, Bangkok Campus

Master of Business Administration (Interaction Design)

University of Thai Chamber of Commerce, Thailand

Bachelor of Science (Physics), 2009 - 2011

University of Yangon, Myanmar

Certifications

- Professional Scrum Master™ II (PSM II) (*Issued Mar 2026*)
- Professional Scrum Product Owner II (PSPO II) (*Issued Mar 2026*)
- Google UX Design Professional Certificate (*Issued by Coursera, 2023*)
- Google Project Management (*Issued by Coursera, 2023*)

Skills

Product Management & Strategy

- Product discovery, prioritization, and roadmap planning
- Defining product requirements, scope, and success metrics
- KPI-driven decision making and feature validation
- Aligning stakeholders on priorities, trade-offs, and outcomes

Product Thinking

- Problem framing and user journey design
- Designing scalable solutions for complex systems (Fintech, SaaS)
- Balancing user needs, business goals, and technical constraints

Delivery & Execution

- Agile collaboration (Scrum, sprint planning, backlog refinement)
- Writing clear user stories and acceptance criteria
- End-to-end ownership from discovery to delivery
- Cross-functional coordination with design and engineering teams

Product Analytics

- Using Mixpanel and product analytics to understand user behavior
- Defining and tracking product metrics
- Driving iteration through data, experimentation, and feedback

Tools & Technical Understanding

- Figma, Jira, Mixpanel
- HTML, CSS, Tailwind, Vue/Nuxt
- Ability to translate business requirements into technical solutions