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Monica Ngov, Senior Product Manager

Product Manager and former UX Designer with a background in biological sciences & over 8 years of product experience. Specializing in complex, B2B data applications. Currently working on financial planning applications for financial representatives and wealth management advisors.

Past products/projects: IoT building energy intelligence, emergency hurricane response network, learning management systems for medical scribes.

Employment History

Senior Product Manager at Northwestern Mutual, New York City

January 2020 — Present

- Increased adoption 30% over the course of a year.
- Lead 3 simultaneous development teams—two teams focused on end-to-end feature implementation and an additional front-end team focused on usability & workflow optimizations.
- Coordinate research & data-driven product definition
- Write stories, manage backlog, and field communications
- Managed multiple stakeholder interests—including design, subject matter experts, adoption, and legal, for every release.
- Advocate agile, user-centered product development

Senior User Experience Designer at Northwestern Mutual, New York City

January 2017 — January 2020

- Lead and managed a team of designers working on our financial planning applications, coordinating design efforts, and agile processes with product and development partners.
- Interviewed, onboarded, and determined resourcing/capacity plans.
- Executed on tactical design work in an agile, sprint team on the internal financial planning application and advisor platform experience—web/desktop.
- Created a unifying vision for a platform encompassing over 400+ applications
- Conducted heuristic evaluations, tested and delivered a new information architecture, navigational framework, interactive prototypes, and a high-fidelity animated strategy deck with detailed design.
- Aided in the vision, strategy, and redesign of the mobile application for policyholders (240K+ sessions, 30k users per month)

User Experience Designer at Enertiv, New York City

January 2014 — April 2016

- Joined during the first round of Techstars & RGA's first Internet of Things accelerator cohort.

- Crafted investor decks, the marketing website, and demo day materials.
- Concurrently, created wireframes/prototypes, headed the initiative for the visual design system, and executed front-end, production code in HTML, SASS/CSS, and Javascript for the B2B, SaSS energy analytics tool.
- Led design & execution of B2C, client projects with New York University and Boston Properties

Education

MS Candidate, Health Informatics, Johns Hopkins University, Baltimore, MD

August 2021 — Present

BA, Biology, University of Virginia, Charlottesville, Charlottesville, VA

August 2007 — May 2011

Skills

- User Experience Design
- Product Management
- Agile Methodologies
- A/B Testing