

Tungi Dang

AI-native Technical Product Lead

PROFILE

Technical Product Manager, Program Manager (PMO), Business Analyst, and IT Consultant with **over ten years experience** turning IT strategy into production digital products. My differentiator is taking AI and machine learning into systems that serve millions of users under strict regulatory constraints. Large, regulated organizations bring me in, owning complex platform operations and AI initiatives end-to-end: enterprise GitOps platforms, AI productionization for 8M+ energy customers under KRITIS, embedded-finance and AI layers across Germany's health-telemedicine infrastructure, and AI-driven personalization across one of Europe's largest mobile bases. On the AI side I build RAG architectures, MLOps pipelines and LLM evaluation frameworks; on the platform side, GitOps delivery, CI/CD, and observability (OpenTelemetry). I own roadmaps, requirements, and delivery for cross-functional teams of up to 30, fluent in GDPR, KRITIS, NIS2, BSI, and gematik as constraints I've shipped under repeatedly. I build the technology as well as direct it, and I translate cleanly between business and engineering across international, interdisciplinary teams.

EXPERIENCE

Orcrist - Dec 2025 - Today

Technical Product Management, Platform Engineering

Led product strategy and roadmap for an enterprise GitOps platform / Internal Developer Platform (IDP) on GKE, serving application teams with declarative, self-service deployment and Zero Trust security, for a Law Enforcement context.

- Orchestrate a cross-functional team of 30 FTEs including AI scientists, data engineers, and site reliability engineers using Jira-based sprint management and Agile SAFe methodologies
- Own platform roadmap prioritization for GitOps (FluxCD), Kubernetes, observability, and developer experience across multiple repositories on platform and application level
- Architect GitOps adoption and own release automation across Cloud Build and GitHub Actions pipelines, defining standards for FluxCD Kustomizations, Helm releases, OCI-first artifact workflows, and environment parity (local/staging/prod)
- Drive security and secrets governance: External Secrets Operator, Kyverno policy enforcement (RBAC/IAM guardrails), Checkov IaC scanning, and Zero Trust network segmentation via NetworkPolicies, reducing secrets exposure and ensuring compliance with IAM federation through Workload Identity and

KMS encryption, aligned with NIS2 and KRITIS/IT-SiG 2.0 expectations for regulated workloads

- Establish stakeholder alignment protocols and facilitate architecture and governance boards, translating technical constraints and requirements for infrastructure, foundation, and application stakeholders and driving communication and adoption of migration paths and deprecation timelines
- Implement platform capability definitions and golden paths with user stories and clear acceptance criteria, enabling autonomous delivery by engineering squads and reducing onboarding time and deployment drift through runbooks, ADRs, and documentation

Key Technologies: Kubernetes, GKE, FluxCD, Helm, Kustomize, Terraform, OpenTofu, Terragrunt, GCP Secret Manager, External Secrets Operator, Kyverno, Checkov, Pulumi, Cloud Build, GitHub Actions, Kafka, Spark, Temporal, Grafana, Prometheus, Loki, On-Premise, Air-Gapped, Cloud Native, multi-tenant platform

EON Digital Technology - Jan 2025 - Dec 2025

AI-native PO | Technical Manager

Led enterprise AI productionization initiatives serving 8+ million energy customers across KRITIS critical infrastructure

- Orchestrated a cross-functional team of 10 FTEs (requirement manager, OpenTelemetry engineers, project engineers) using Jira-based sprint management and Agile SAFe, with OKR-driven work packages that aligned technical development to business stakeholder requirements and achieved 95% sprint velocity consistency
- Implemented MLOps and OpenTelemetry pipelines alongside CI/CD with automated testing frameworks, reducing model deployment time by 45%, cutting production incidents by 60%, and improving deployment frequency to weekly releases while maintaining enterprise-grade compliance
- Coordinated large language model deployment for specialised customer service automation, processing 2M+ monthly interactions at a 92% accuracy rate
- Developed cloud security governance aligned with BSI C5 controls, NIS2, and KRITIS/IT-SiG 2.0, including DSFA documentation for AI-driven customer-data processing
- Reshaped observability across IT, OT, and grid operations by standardising on OpenTelemetry, driving semantic-convention adoption to fix correlation gaps from inconsistent naming and consolidating six fragmented monitoring tools into a single New Relic platform, enabling AI-assisted root cause analysis and reduced MTTR
- Piloted agentic-AI observability with New Relic and MCP-connected LLMs in Amazon Web Service and Azure for automated diagnostics and remediation with human-in-the-loop guardrails, and convened a cross-functional working group (observability, operations, data science) to validate that collected metrics mapped to defined SLOs/SLAs and delivered measurable value

Key Technologies: Python, FastAPI, AWS, Kubernetes, Docker, Databricks, MLflow,

MLOps, Prometheus, CloudWatch, Jira, Confluence, New Relic, OpenTelemetry, MCP, AWS, Azure, Cloud Native, OKR,

Nelly Solutions - Fintech + Healthcare - Jul 2024 - Feb 2025

Product Owner , PVS Integrations, Embedded Finance & AI Foundation

Owned the integration, embedded-finance, and AI platform connecting 1,200+ medical and dental practices (2M+ patients) to Germany's fragmented practice-management-system (PVS) landscape and gematik telematics infrastructure (TI), with one goal across all of it: *less burocracy* for practices, replacing clipboards, fax, and manual chasing with software that runs itself.

- Legacy connector programme: introduced versioned APIs with stable contracts, semantic versioning, and a published deprecation policy, giving partners predictable, self-serve integration across 30+ legacy systems (PVS:Charly, InSuite, and others); defined per-connector SLOs (sync time, failure rate) tracked on live dashboards, with sandbox/conformance testing aligned to gematik specifications
- Practice & data migration: built the migration path that moved practices off paper and legacy PVS workflows onto the platform, automated data import, field mapping, and validation per PVS, with save-and-resume and rollback so onboarding never lost a practice's existing records.
- AI foundation: owned the POC-AI layer that powered intake and document workflows, a RAG architecture over practice and patient documents with document flows interfacing gematik components (ePA, eRezept), LLM-driven form pre-fill, document classification, and consent/clause extraction. Established evaluation frameworks and MLOps practices so model quality was measurable and releases were repeatable.
- Embedded finance: Buy now pay later mechanism (POS, payment links, Apple Pay, Google Pay, SEPA) with automatic legacy system reconciliation, factoring with intake-linked risk checks (one-click enrolment, 24h payouts, recourse & non-recourse), and installment plans up to 36 months tied to treatment-plan acceptance.
- Go-To-Market Country expansion: reusable "country packs" (toggleable features, price books, tax/invoicing rules, legal copy) launched Italy and made Spain launch-ready without forking the architecture.
- Cross-functional delivery: coordinated six functions (Product, Engineering, Risk, Legal, Operations, banking partners) through monthly release trains with freeze windows, DPIA-gated releases, and incident playbooks for connector rollback and partner comms.

Key technologies & areas: Python, RAG architecture, LangChain, vector databases, Databricks, MLflow, Hugging Face, OpenAI, Claude, REST APIs, API design & versioning, Legacy system, sandbox/conformance testing, gematik TI (ePA, eRezept,

KIM), SLO observability, Buy now pay later payments, factoring & installments, multi-tenant platform, GDPR / KYC/AML / DPIA, AWS, Cloud Native

Telefonica - Jun 2023 - July 2024

AI Rollout-Manager | PO Lead for RAITT

Led the AI-driven digital omnichannel-marketing transformation for the Telefónica Group, unifying customer data scattered across nine touchpoints into a single real-time profile and using AI to personalize customer journeys at scale across one of Europe's largest mobile customer bases.

- Owned delivery of an Adobe Real-Time CDP that consolidated nine fragmented data sources (web, app, email, SMS, retail, call centre) into one trusted customer profile, activated across every channel in real time as the foundation for AI-powered personalization
- Deployed AI-driven personalized customer journeys to millions of users, orchestrating cross-channel experiences via Journey Optimizer with consistent content through Experience Manager and continuous A/B testing via Adobe Target, replacing one-off campaigns with a scalable, learning-based experimentation culture
- Drove the cart-abandonment recovery program with AI-coordinated nudges across web, email, SMS, and app, achieving a 21% recovery rate within 30 days and 100,000+ personalised messages in year one, with live cart visibility for retail and call-centre agents
- Aligned Marketing, BI, and Technology teams in a shared data environment, ending "whose-numbers-are-right" disputes and accelerating decisions through full visibility into experiments and real-time analytics
- Established GDPR-compliant governance, consent management, data-transparency protocols, and clear accountability across Marketing, IT, and Data Privacy, making AI personalization trustworthy at scale
- Managed an Agile team of 28 FTEs (business and tech stakeholders) using Scrum (90% sprint success), deploying production AI applications on microservices with Docker/Kubernetes and Terraform IaC while sustaining 99.8% availability under peak load

Key Technologies: Adobe Experience Platform (Real-Time CDP, Journey Optimizer, Experience Manager, Target) · Salesforce · AWS · Python · FastAPI · React · TypeScript · NodeJS · Docker · Kubernetes, OpenAI, Databricks, Azure, Cloud Native, multi-tenant platform

Bundesdruckerei, Jul 2022 - Apr 2023

Product Lead, Requirements Engineer Lead

Led product architecture for **PLAIN**, a sovereign data & AI platform serving five

German federal ministries, operated by Bundesdruckerei under the Federal Foreign Office from a Berlin data centre, fully BITV 2.0 accessible with no vendor lock-in.

- Defined a containerised, multi-tenant architecture with per-ministry network and identity isolation, plus a data layer spanning lake, warehouse, data contracts, lineage, and catalog.
- Delivered self-service workbenches (Apache Superset dashboards, GitLab inner-source, ML/Jupyter toolchains) and virtualised GPUs with quota policies, cutting use-case rollout from weeks to days.
- Built compliance into every layer from day one: BITV 2.0, GDPR/DPIA patterns, auditable access logs, and BSI-aligned controls, with role-based just-in-time approvals, CVE response playbooks, and SBOM audits.
- Ran security and change governance jointly with the PLAIN Program Office; established data-sharing agreements and scoped tokens enabling cross-ministry reuse of dashboards, ETL jobs, and ML components.
- Drove V1.0 to production in ~8 months; platform earned 2nd place in the eGovernment Competition for "Digital Transformation through AI and Modern Infrastructure."

Key technologies: Apache Superset, Postgres · DB · GitLab · Jupyter/ML toolchains · MLOps · Docker/containers · Kubernetes · virtualised GPUs · IAM · multi-tenant architecture · GDPR/DPIA · BSI controls · BITV 2.0 · Agile · On-Premise · multi-tenant platform · Self-Service · Onboarding · Stakeholder Management

Allianz Technology - Jan 2022 - Sep 2022

Product Owner for Enterprise AI Platform Development

Owned the product vision for Allianz's internal cloud platform (FCP), a secure, policy-controlled environment that unified fractured cloud infrastructure across 70+ countries and replaced 12–18-month provisioning cycles with self-service delivery in days.

- Led the migration to GitOps platform in 4 months with zero downtime, running on-premise and cloud environments in parallel to preserve continuity for mission-critical, regulated workloads
- Cut cloud provisioning time by 80% through automation, reusable templates, and golden-path deployment patterns
- Built central control plane as an internal product rather than a ticket queue, giving engineers self-service access to pre-built compliant environments, CI/CD pipelines, and observability tooling across hundreds of global teams
- Architected a multi-vendor platform on Kubernetes, Helm, and ArgoCD, enforcing a consistent security baseline while allowing fit-for-purpose cloud choice per entity

- Embedded data-sovereignty controls keeping customer data in-region (e.g., Australian data stays in Australia), with automated auditing and GDPR-compliant data management across all jurisdictions
- Enabled Allianz's enterprise AI initiatives on the platform, including the Enterprise Knowledge Assistant that processes 90,000+ paragraphs of text to support customer service operations
- Partnered with IT, Security, and Compliance as co-builders of governance, embedding compliance without creating a bottleneck

Key Technologies: Kubernetes, Helm, Argo CD, Multi-Cloud, CI/CD, Observability, Platform Engineering, gitops, Developer Experience, Enterprise Security, GDPR & Data Sovereignty, multi-tenant platform, Crossplane

Volkswagen Group, May 2021 - Sep 2022

Technical Product Lead, Agent Commerce Platform (Part-time)

Owned product strategy and roadmap for the ONE.Konzern Business Platform, VW Group's shared commerce backbone enabling direct-to-consumer agent sales across five brands and five European markets — connecting procurement, logistics, finance, and sales into a single source of truth for 1M+ daily users.

- Drove the shift from fragmented per-brand sales stacks to a unified D2C commerce layer, delivering real-time inventory visibility, a transparent no-negotiation pricing engine, and synchronized order orchestration across VW, Audi, Škoda, SEAT/CUPRA, and Porsche
- Owned omnichannel alignment so a customer sees identical pricing, availability, and delivery timelines whether configuring online or in a dealership, eliminating channel-driven price discrepancies
- Defined cross-brand data governance and KPI standardization, replacing five parallel reporting stacks with shared order-intake, inventory, and delivery metrics across Finance, Sales, IT, and Dealer Operations
- Established market rollout playbooks for France, Spain, Italy, Czech Republic, and Germany, compressing launch timelines from months to weeks by standardizing legal, tax, and pricing adaptation workflows
- Embedded GDPR-compliant consent and identity management from day one, running Legal, Security, and Compliance reviews in parallel with delivery to keep releases unblocked
- Coordinated cross-functional steering across Business, IT, and Dealer Operations to hold roadmap alignment at scale without bottlenecking releases
- Built reusable onboarding infrastructure so each successive market rollout shipped faster than the last, reducing integration overhead for new brand and dealer partners

Key Technologies: Agent Commerce & D2C Platforms, Multi-tenant Architecture, Omnichannel Order Orchestration, Pricing & Inventory Systems, Data Integration & Governance, GDPR & Compliance Frameworks, KPI Standardisation, OKR Management, Release Trains

gesund.de Oct 2020 – May 2021

Technical Product Lead, Digital Health Platform

Led product strategy and the end-to-end roadmap for a pharmacy-first digital health platform connecting patients, independent legacy system pharmacies, and telemedicine providers across Germany's E-Rezept ecosystem, scaling to €100M+ Rx external revenue per quarter.

- E-Rezept redemption flow: owned the full patient journey from QR scan and NFC eGK tap through PoPP-compliant redemption, pharmacy selection, and real-time fulfilment status, cutting drop-off at each funnel step via instrumented A/B testing. (gematik, E-Rezept, CardLink, PoPP, NFC eGK)
- Pharmacy Cockpit: designed and shipped order and reservation management, substitution handling, pickup/delivery windows, and role-based acceptance controls, integrated with major wholesalers and dispensing legacy systems. (NOVENTI, PHOENIX, Sanacorp, BD Rowa, Warenwirtschaft)
- Telemedicine Connect: architected consent-based prescription routing from teleconsultation partners to opted-in local pharmacies, with full audit trails and purpose-limited data handling. (Zava, Doctorderma, GDPR, DPIA, consent ledger)
- Privacy & security by design: embedded the privacy and security architecture from day one, keeping the platform compliant as gematik specs evolved. (gematik, CardLink, PoPP, NFC eGK, KMS encryption, GDPR, DPIA)
- Integration across fragmented legacy pharmacy IT: established a shared digital layer over disparate stacks, reducing time-to-fill through live inventory signals and substitution flows. (Warenwirtschaft, POS, wholesaler APIs)
- Reliability at national scale: stood up product analytics, SLO dashboards, and error budgets tied to gematik release cycles, holding platform reliability while accelerating pharmacy onboarding through structured playbooks. (funnel analytics, A/B testing, SLOs, error budgets)
- Local-first commerce: grew the share of prescriptions filled by local pharmacies over mail-order via proximity matching, same-day pickup, local delivery slots, and OTC basket integration. (E-Rezept, telemedicine, pharmacy platform)

Key Technologies: E-Rezept & Gematik Infrastructure, Digital Health Regulation (GDPR, DPIA, SGB V), Telemedicine Integration, Pharmacy IT Ecosystems, Mobile & NFC Payments, Product Analytics & A/B Testing, SLO/Error Budget Frameworks, OKR Management, On-Premise, Mobile App,

Notable Works at

- Uniper AG Product Lead | AI Architect
- BIONTECH AG — Oct 2019- Mar 2020
Solution Architect Lead | Cloud Architect | Product Lead

My Key Differentiators

Enterprise AI delivery at scale, Led major digital transformation projects that put AI into the hands of millions of users, from personalized marketing across one of Europe's largest mobile networks (Telefónica) to automated customer service handling over 2 million conversations a month at 92% accuracy (E.ON).

Product & program management, Owned product direction, roadmaps, and priorities for large programs across energy, government, automotive, finance, and healthcare; planned and tracked the work, managed risks and dependencies, and kept cross-functional teams of 8 to 30+ people delivering reliably (90–95% of planned work completed each cycle).

Business analysis & requirements, Gathered and documented what the business needed and turned it into clear, testable specifications; mapped how processes worked before and after, and untangled complex legacy systems (30+ practice-management systems, 9 separate data sources, Germany's health telematics network) so they could work together cleanly.

IT advisory & operating models, Served as the translator between business goals and technical teams on international projects, designing how the future setup should run, leading design and decision-making boards, and getting business, IT, security, legal, and outside partners (banks, dealers, ministries) aligned on shared goals and a clear business case.

Go-to-market & expansion, Cut the time to launch in new countries from months to weeks by building reusable launch kits that handled local legal, tax, and pricing rules (5 markets at VW; Italy launched and Spain ready to go at Nelly).

Governance, risk & compliance, Delivered in heavily regulated industries (critical infrastructure, healthcare, finance) while meeting strict German and EU data-protection and security standards, building compliance in from the start without slowing the team down.

Measurable business results, 80% faster cloud setup at Allianz, 21% of abandoned shopping carts recovered at Telefónica, 45% faster AI model launches and 60% fewer production failures at E.ON, and a full product live in about 8 months at Bundesdruckerei (2nd place in a national eGovernment award).

Hands-on technical skill, Genuinely built the technology, not just supervised it: modern AI search and retrieval systems, methods for testing AI quality, large AI models, and the cloud infrastructure and automation that run them.

EDUCATION

Helmut-Schmidt-University | Copenhagen Business School —
Ph.D on machine learning topics such as NLP, Computer Vision- (Dropout)

Helmut-Schmidt-University | University of Hamburg, Hamburg, Germany —
Master of Science (Grade 1.3 , Top 15 %)
Copenhagen Business School, Copenhagen Denmark —
Comp. Research (Grade 1.0 , Top 5 %)
University of Hamburg, Hamburg, Germany —
Bachelor of Science (Grade 3.3)
San Diego State University, San Diego, CA, USA —
Visiting Research (Grade 1.7)

CORE EXPERTISE Technical Product Management, Program Management (PMO), Business Analysis, IT Consulting, Enterprise AI Delivery, Platform Engineering, Regulatory Compliance (GDPR, KRITIS, gematik)

PRODUCT & PROGRAM MANAGEMENT Product Ownership, Product Strategy, Roadmapping, Backlog Prioritization, Weighted Shortest Job First (WSJF), MoSCoW, RICE, Agile, Scrum, Scaled Agile Framework (SAFe), Program Increment (PI) Planning, Release Train Management, Objectives and Key Results (OKR), Key Performance Indicators (KPI), Sprint Management, Risk and Dependency Management (RAID), Change Management, Stakeholder Management

BUSINESS ANALYSIS & REQUIREMENTS ENGINEERING Requirements Elicitation, Requirements Traceability, User Stories, Acceptance Criteria, Functional and Non-Functional Specifications, Gap Analysis, As-Is / To-Be Process Modeling, Business Process Model and Notation (BPMN), Legacy System Modernization, Target Operating Model (TOM) Design, Data Contracts

IT CONSULTING & GOVERNANCE IT Strategy, Digital Transformation, Architecture Governance, Steering Committees, Business Case Development, Vendor Management, Multi-Market Rollout, Go-to-Market (GTM) Strategy

GOVERNANCE, RISK & COMPLIANCE (GRC) General Data Protection Regulation (GDPR), Data Protection Impact Assessment (DPIA), Know Your Customer (KYC), Anti-Money Laundering (AML), KRITIS, IT-SiG 2.0, NIS2 Directive, BSI C5, BITV 2.0 Accessibility, gematik Telematics Infrastructure (TI), ePA, eRezept, KIM, CardLink, Software Bill of Materials (SBOM), CVE Response, Audit Readiness, Data Sovereignty

ARTIFICIAL INTELLIGENCE & MACHINE LEARNING Large Language Models (LLM), Generative AI, OpenAI, Anthropic Claude, Hugging Face, Retrieval-Augmented Generation (RAG), LangChain, Vector Databases, Model Evaluation Frameworks, Model Context Protocol (MCP), Agentic AI, Machine Learning Operations (MLOps), Databricks, MLflow, Natural Language Processing (NLP), Computer Vision

CLOUD & PLATFORM ENGINEERING Amazon Web Services (AWS), Google Cloud Platform (GCP), Google Kubernetes Engine (GKE), Multi-Cloud, Kubernetes, Docker, Helm, Kustomize, GitOps, FluxCD, ArgoCD, Internal Developer Platform (IDP), Zero Trust Security, Workload Identity, Key Management Service (KMS)

INFRASTRUCTURE AS CODE & CI/CD Terraform, OpenTofu, Terragrunt, Pulumi, GitHub Actions, GitLab CI/CD, Google Cloud Build, Continuous Integration and

Continuous Deployment (CI/CD), External Secrets Operator, Kyverno, Checkov, Policy as Code

OBSERVABILITY & RELIABILITY OpenTelemetry, Prometheus, Grafana, Loki, New Relic, Amazon CloudWatch, Service Level Objectives (SLO), Service Level Agreements (SLA), Error Budgets, Mean Time to Resolution (MTTR), Root Cause Analysis

DATA & STREAMING Apache Kafka, Apache Spark, Apache Superset, Temporal, Data Lineage, Data Catalog, Data Warehouse, Data Lake

PROGRAMMING & FRAMEWORKS Python (Advanced), FastAPI, REST API Design and Versioning, JavaScript, TypeScript, Node.js, React (Advanced), Flutter, Dart(Intermediate), Swift, Golang, Java, R, C++, COBOL, TensorFlow (Working Knowledge)

TOOLS Jira (Expert), Confluence (Expert), GitHub, GitLab (Advanced), ContentSquare (Advanced), Microsoft Office (Expert), Sketch, Supernova, Figma,

INDUSTRY DOMAINS Energy and Utilities, FinTech and Embedded Finance, eHealth and Digital Health, Public Administration, Automotive, Insurance

INTERESTS

Jazz, Surfing, Crossfit, Traveling, Greek Mythology

Hamburg, 2026-june-1st

Tungi Dang