Benson Truong | Technical Project Manager & AI Automation Specialist

truongbenson19@gmail.com | (714) 725-9241 | Garden Grove, CA | LinkedIn | Portfolio

WORK EXPERIENCE

MyPost, LLC **Jun 2025 – Present**

AI Product & Project Manager | Full Time *Santa Ana, CA*

- Sourced and closed MyPost's **first retainer client**, AyZar Outreach, and managed the build of their AI career-development dashboard, cutting each student's employer-ready package from **~1 week to 5 minutes** and processing for **50-60 students from 4-6 weeks to 2 weeks**
- Owned the roadmap for Parley.Coach, an AI communication coach grounded in a clinical psychologist's dialogue model, **managing a 6-person team** across the iOS/Android app and website and building the AI backend (FastAPI, LangChain) with crisis detection and evaluation criteria

MOREin1 **Dec 2025 – Present**

AI Automation Specialist | Contract *Newport Beach, CA*

- Architected "Maureen," a site-wide LangGraph agent (tool-calling, RAG) available to **2000+ members** and guests, that extracts listing details from voice transcripts, answers account questions via APIs, and searches site docs; cuts listing creation from **~10 minutes manually to ~2** and **passes 37/37 evaluation test cases**
- Streamlined marketing operations for **5 staff members** by building n8n automations that automate weekly social media content calendar production **(~14 posts)** and an AI short-video pipeline **(~1 video/day)**

Norooz Clinic Foundation **Jun 2025 – Present**

IT Manager | Part Time *Santa Ana, CA*

- Directed the clinic's first digital training app (2 engineers, 1 UI/UX designer, content staff), converting 45+ hours of training into eight AI-powered learning modules adopted by **30+ staff** and built into intern onboarding
- Built and maintained "Noo", an agentic chatbot used by **15+ interns** to get answers to clinical, admin, and therapy-practice questions, using hybrid search (semantic vector + keyword) with a reranking stage
- Automated insurance intake and verification end to end: an HTML form collects patient details, writes to Google Sheets, runs eligibility through Stedi, cutting per-patient processing from **~20 minutes to ~30 seconds**
- Partnered with an SEO specialist on meta tags, blog relaunch, and backlinks; site reached **1M+ impressions** and **6.8K+ clicks over 16 months**

AI Marketing Intern **Jan – May 2025**

- Researched and cataloged 25 AI tools by use case and status, wrote cost-benefit analyses for leadership, and pitched an AI-enhanced clinic website prototype with a live demo, video, and written briefing

EDUCATION

California State University, Fullerton **May 2025**

Bachelor of Arts, Business Administration, Information Systems *Fullerton, CA*

- GPA**:** 3.82; Magna Cum Laude; 6 Dean's List Awards
- **Executive in Residence** (1 of ~68 of 10,000+ students, mentored by senior executives); **Social Capital Academy**; **Beta Gamma Sigma**
- Capstone: Served as Scrum Master to ship ReCircle, a community marketplace (user accounts, listings, Stripe payments), running sprints and delivering on schedule

TECHNICAL PROFICIENCIES

- **Product & Methodology:** Product Roadmapping, Agile/Scrum, Stakeholder Management, Client Acquisition, Cross-Functional Team Leadership, Linear, Notion, Trello, Excel, Sheets
- **AI & LLM:** LangChain, LangGraph, RAG (Hybrid Search, Reranking, HyDE), Prompt Engineering, Evals, LLM APIs (ChatGPT, Claude, Gemini, Perplexity)
- **Backend & Automation:** Python, FastAPI, SQL, Postgres/pgvector, Supabase, n8n, Make, Zapier, GCP, Docker/DigitalOcean, Vercel
- **Frontend & Web:** JavaScript, HTML, CSS, React Native/Expo, WordPress, Firebase