**HUNG KHA, MISM, CSM, PMI**

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**EDUCATION AND CERTIFICATIONS**

**Master Degree in Management Information Systems**

Keller Graduate School of Management

**Bachelor Degree in Business Management**

Marylhurst University

**Military Veteran-Army ranked E-4 Specialist**

**Certifications: PMI Member #2428283**/ **Scrum Alliance Member#903705/Certified Scrum Master#903705 / Information Security #160819 / OSHA-10/ HIPAA Certified/CISSP Certified/CISM Certified**

**SKILLS SET**

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| --- | --- |
| * Microsoft Office Suites * Windows 7, 8, 10 * Microsoft Exchange Server 2008, Window Server 2003, 2012 R2 * Active Directory, VPN * SharePoint, Visio, MS Project, VMWare, MS SQL * Apple and Mac product * Knowledge about 5s | * Cloud platform: One Drive, DROPBOX, MS BOX * CISCO Networking * Cisco, NetApp, HP, Dell, Apple X, Brocade, Super Micro Server, Citrix Server, EMC * Network Trainer, Linux Scripting, Project Management, Remote server software: Zen Desk, SCCM, VMware, VEEM, Web Titan, Spam Titan, Solar Wind monitoring, CRM Software Tool, Apple GSX / ATLAS, Zen Desk software * SonicWALL firewalls software, Using SCCM software to remote into users computer |

**PROFESSIONAL EXPERIENCES**

**PROCESS ENGINEER** 5/09/2019-9/18/2019

INTEL CORPORATION (KRG Technology Contract)

* Worked in class test lab, PPV/CMV and Inventory Control department
* Operate different type of machines to process the chipset
* Using different type of software for various type of workload
* Operate Six Shot, Bench Tops, Intec Thermal, CMT/CTH and mini rob machines
* Issuing MIRs-Engineer Units/APPV Handler-run WIP24/7
* Using Wombats software to locate parts and process them for Inventory Control department
* Inventory Control Department: issuing VPOs/WIP/LOTS/VORTEX Processing orders
* Software program that we used are Mole, OLB, VFA, Wombat ticketing systems.
* Using Wombat software to print out bin cards for the lot order
* Using Mole software to look up lot number to see the stage of priority phases
* Operating the CMT handler machine to test Units
* Experience in a regulated environment, such as ISO and AS9100

**PROJECT MANAGER (RFID)** 10/2018–12/2018

Kaiser Permanente (Rose International-finished)

* Distribute work each day by checking queue of tickets and assigning the incidents and/or moves/changes to the relevant Team members. Typically works under the general direction of the Project Manager.
* Problem Solving and Decision Making: Analyzes problems and takes corrective action.
* Deploying 2100 RFID hardware S3 badge reader for Kaiser employees.
* Using Hybrid deterministic agile model depending on the customer’s need

**TECHNICAL SPECIALIST-WIDE FORMAT** 03/2018–09/2018

Ricoh Printing Company (Managed Staffing-finished)

* Operating Mimaki wide digital print machine and COLEX cutting and routing machine. using Onyx software to produce large digital prints for Fred Meyer customers.
* The media materials that we used vary in size and thickness. Some of the material that we used are poster board CS1 and CS2, Corex, Die bond, Magnet material and Sticker material, Vinyl and other substrate materials.
* Worked on 2 HP roll to roll machine for Large format every day to produce banners for Kroger stores. Each worked order that we do we have to do a color calibration and print test before the actual work order itself. I also maintenance on the HP roll to roll every day. I have to clean the HP machine before and after each shift is done because printing a large scaled makes the ink dried up. For the HP roll to roll prints we used Magnets, CS1, Backlit materials for work production. I also have to do machine calibration for each print to make sure it’s on the mark with the margin of the paper materials. I change out the inks and blades on the HP roll to roll machine. I also work on work on the temperature control adjustment for the HP roll to roll every day to make sure the prints come out immaculate for our Kroger customer.
* I also do maintenance on the Mimaki flatbed every day as well. I change out the ink when the software tells me that its low on ink. I clean the Mimaki print head every day before and after shift to make sure the prints come out great. If we don’t do maintenance on the print head the prints will come out with lines on the materials.
* We used cleanroom cloth to clean the print head with the print head solution that come with Mimaki machine. I also do calibration on the machine size and print size so there is some math involved.

**IT FIELD SERVICE ENGINEER** 01/2018–02/2018

Kaiser Permanente (Insight Global-finished)

* Jr Printer Technician to travel to Kaiser Permanente locations to assist in handling data configuration sheets from multiple printers. You will be responsible for printing out these sheets for every printer at the assigned location.
* Technician must be knowledgeable on printers on how to print Configuration pages and or Usage page.
* The Configuration/Usage page must be sent into our dedicated Project Manager. If there is an issue with the device, this must be documented
* Using Hybrid deterministic agile model depending on the customer’s needs.

**IT TECHNICIAN-DESKTOP DEPLOYMENT** 09/2016–06/2017

OnPoint (Edge Link-contract finished)

* Move about 150 Desktop workstations to a different floor. Moving and hooking up work stations along with troubleshooting. Installed Office Pro 2016/365 configuring and supporting end users and working on cable management.

**CRM INTEGRATION SOFTWARE TRAINER** 02/2017 – 03/2017

Dealership Performance 360

* Importing Data from Excel spreadsheet into CRM Software
* Using Join ME Web Chat for Training clients live on CRM Tools, Using Zen desk remote software tools
* Exporting Data from the Legacy Data Board. Using Trello Software Board to manipulate Data Integration

**FULFILLMENT ASSOCIATE (Part time)** 04/2017 – 08/2017

Amazon Warehouse

* Perform production duties as needed: pick/pack orders, receive/stow product, ensure inventory accuracy,
* Load/unload trucks at or above the rate expectation for each task Assist Area Manager in daily management of department/FC duties

**DATA CENTER NETWORK ENGINEER** 04/2016 – 06/2016; 08/2014 – 02/2015

LinkedIn (Outsource), Apple(TekSystems)

* Assembling Network Server rails and installing them onto the cabinets for various servers, Super Micro, Cisco 240 Racking and stacking the Network Server equipment onto the cabinet. Train other LinkedIn contractor employee how to do the DAT cabling systems 10/100/1000Base T SFP Connector cables
* Design a Systems Automation for Apple Data Center to move physical product more efficiently
* Installed various types of switches and servers. Experience with Cisco switches. power mapping for the cabling system, Installed Cisco 6509, Cisco 3750, NETAPP, Citrix Server, HP, Dell, Apple X, Brocade, Citrix Server
* Mechanical assembly of HW platforms in racks, cable management
* Managed project of installing hardware equipment and training other employees how to do the installed too.
* Working knowledge of Thermal heads, Chillers or Thermal Chambers for Apple and LinkedIn Data Center.
* We used eMatrix inventory control systems software to record hardware product through barcodes scanning
* Apple also used the RFID bulky tags that is place in the center of the hardware equipment such as servers and switches. Create shipping documents Deliver items to the shipping dock Generate reports for various teams
* We used Apple GSX / ATLAS software to login to our mac pro laptop to work on our ticketing systems Running servers, switches, routers, monitors, and computer networking
* I was a trainer at LinkedIn Data Center for the Cabling Systems
* Using Hybrid deterministic agile model depending on the customer’s need
* Jira management tool

**NETWORK ENGINEER** 11/2015 – 01/2016

Oregon Aero

* Identify, diagnose, and resolve basic end-user problems with software, hardware, networks, the internet, and new technology; communicate solutions to end-users.
* Provide one-on-one end-user problem resolution on software/hardware usage over the phone or via e-mail. Manage backup. Used VMWare to setup and login into end user computers and laptop and desktop to resolve their issues.

**NETWORK OPERATION ENGINEER** 11/2013 – 01/2014

VESTA Corporation

* Support individual Account Managers and Call Center Operations in the introduction and optimization of both new and existing services. Provide an interface between the Call Center Operations team and key support organizations: IT, Customer Care, Engineering, Payments and Account Management
* Identifies hardware and software malfunctions and takes appropriate corrective action as necessary to resolve operating problems. Maintains scheduled reports of operations activities including trouble reports, logs
* Using Solar wind monitoring tool software. We used Citrix Server to remote into end client’s computer

**TEST&VALIDATION ENGINEER** 05/2013 – 08/2013

Intel Corporation (Staff Finder)

* Testing Window 8 and Window Blue BIOS, Window 7&8.1 Enterprise OS, Using SharePoint emailing system.
* Software Tester Tools: DPTF, BLA, X-Stress, Heavy Load, Win Acpi Bugzilla software,
* Ran Linux PowerShell scripting to pull up test cases
* Test and measurement equipment like Multi meter, Oscilloscopes
* SW installation process and tools (BIOS, OS, FW, device drivers) and configure Hard disc drives and NW settings

**PROJECT MANAGER** 05/2000 – 07/2010

HUGE CAPITOL HOME CONSTRUCTION

* Managing the construction project and overseeing the employees and making sure that they stay on tasks. Building 10 custom homes for different types of customers.
* Managing many types of vendors, suppliers, sub-contractor to perform on various roles of the home building project.
* Creating a Services Level Agreement (SLA) for each custom build project between vendor and customers Cost process analysis and cost tracking for each construction home project compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyses systems requirements and defines project scope, requirements, and deliverables
* Developing detailed project plans, project budget or anticipated savings, and establishing a framework for the management of on-going project activities.
* Project execution and tracking: Manages the project management process, including leading project meetings.
* Using Hybrid deterministic agile model depending on the customer’s need in building custom homes.