



PROFESSIONAL SUMMARY

Vision-driven technical and communications expert with career-long record of consulting with various teams to develop and implement effective systems solutions and improvements for leading organizations

Proven talent for developing and implementing effective process improvements to technical systems while also communicating with cross functional teams to achieve maximum operational impacts with minimum resource expenditures. Experienced servant leader that utilizes exceptional communications skills to establish relations with team members and other departments that increase operations efficiency. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as expertise in adapting quickly to new work environments and roles.

CORE COMPETENCIES

- Process Management
- Time Management
- Basic Programming
- Empathetic
- Quality Assurance
- Client Solutions
- Quick Learner
- Sales
- Problem Resolution
- Relationship Management
- Written/Verbal Communication
- Account Manager

PROFESSIONAL EXPERIENCE

JPMORGAN CHASE, USA, MAY 2016 TO SEPTEMBER 2020

SCRUM MASTER, DECEMBER 2019 TO SEPTEMBER 2020

- Spearheaded and organized daily scrum standups to effectively align objectives and efforts with other teams while also providing assistance in resolving any blockers faced.
- Assumed responsibilities of the servant leader for the team to meet their needs and help educate them on agile concepts with the goal of achieving results in line with the organization's values, principles, and business objectives.
- Headed sprint planning and retrospectives to maintain a high-level of operations efficiency while contributing exceptional efforts toward facilitating JIRA information by aligning with proper issue type as well as expanding on details of issues.
- Provided feedback and suggestions through sprint reviews to increase the overall workflow outcomes.
- Consulted with team members and internal stakeholders on how best to work with the scrum team.
- Conducted detailed analyses of burndown charts and other portfolio planning tools to understand what gets built and at what cadence.
- Piloted the development of process and workflow improvements to increase overall productivity and operations success.

SOFTWARE ENGINEER, MAY 2016 TO DECEMBER 2019

- Aligned objectives and built communications with business users, vendors, and technology teams to find root cause of application issues and advance development of effective solutions.
- Contributed efforts toward troubleshooting issues within the FIS InvestOne application in a timely and efficient manner.
- Crafted and implemented updates on tables while also efficiently troubleshooting issues faced in the application by utilizing the oracle database.
- Aided with user access by creating and supporting user accounts within the InvestOne application with a focus on ensuring that users are given the best possible experience.
- Establish productive communications with vendors to supported the development of effective solutions and strategies through defect troubleshooting.
- Directed and headed all testing efforts for annual application release to ensure it operated effectively and without technical problems.
- Helped conduct smoke tests and also deployments of application to guarantee its functionality in preparation for its launch.

- Collaborated with software personnel as a part of the partner systems to keep operations functional and time efficient.

ACCENTURE, USA, JANUARY 2015 TO JANUARY 2016

SOFTWARE ENGINEER

- Advanced development and implementation of test-driven code; created programs according to business requirements given.
- Executed unit and assembly tests in a timely and efficient manner.
- Liaised with other team members to create deliverables to clients.
- Employed extensive efforts toward supporting test data management team to help create valid test scenarios and proper data hygiene.
- Researched, designed and implemented effective software solutions and improvements to help increase functionality.

HEWLETT PACKARD, USA, AUGUST 2013 TO SEPTEMBER 2014

TECHNOLOGY CONSULTANT

- Acquired expansive knowledge on ETL tools (Ab Initio, Informatica); performed User Acceptance Testing for projects.
- Recorded and distributed review and assisted in test scenario creations.
- Orchestrated and led testing while also tracking defects by utilizing the HP ALM.
- Promoted the use of SQL in training for ETL testing to increase effectiveness.
- Provided the company with IT support to increase operations efficiently.

EDUCATION AND CREDENTIALS

BACHELOR OF SCIENCE (B.S.) IN THE MANAGEMENT OF INFORMATION SYSTEMS, 2013

University of Texas at Dallas, Dallas, USA

Relevant Coursework Included: Database Fundamentals, Java

CERTIFICATION:

Certified ScrumMaster

ADDITIONAL INFORMATION

Languages: English, Vietnamese (Novice)

Technical Proficiencies: Windows, Linux (Red Hat, Ubuntu, servers, routers, LAN, wireless LAN, Active Directory, Microsoft Office Suite, Microsoft Project, Access, Java, AngularJS, Oracle SQL

Interests: football, basketball, movies, video games, board games, travelling, snowboarding, photography