

Tax Specialist Tax Specialist IT Project Manager San Francisco, CA IT Project management professional with 3 years of experience in retail warehouse manufacturing technologies. Strategize Agile/Scrum practices to develop sustainable workflow processes through high-impact communications, collaborate with software engineers towards successful product launches, and post-deployment support.

**Work Experience**

**Tax Specialist Stripe Inc - San Francisco, CA January 2019 to June 2019**

- Optimized workflows for Jira boards and Zendesk queues paralleled with cross-functional teams and 3rd party vendors which resulted in 100% response time for Service Level Agreements (SLA)
- Extracted API data through SQL queries for product analysis, collaborated with engineers to mitigate bugs and improve overall client-facing experience
- Developed metrics for data analysis on all product feedback for future design to provide a more sustainable client-side solution for taxes

**Application Administrator Gap Inc - San Francisco, CA January 2017 to May 2018**

**IT Project Manager, Scrum Master Gap Inc. - San Francisco, CA July 2014 to January 2017**

- Spearheaded 5+ software version upgrades throughout entire DevOps domain providing a cost-effective solution which saved \$10,000+ and eliminated the need for additional resources
- Dispatched 200+ ticketing incidents regarding Confluence/Jira operations enabling Project Managers and their teams to successfully build and deploy their applications/software by target completion date
- Designed and maintained 514+ Business Intelligence template reports to provide Project/Product Managers dynamic tools for successful program deployment

**Education Bachelor of Science in Computer Science in Computer Science San Francisco State University - San Francisco, CA August 2015 to Present**

**Skills** Data analyst, Design patterns, Object-oriented, Object-oriented programming, Software development, Software design, Business intelligence, Forecasting, Training

**Links** <http://linkedin.com/in/alvin-nguyen-61579386>  
<https://github.com/al2y8s7>

**Additional Information**

**SKILLS & EXPERTISE**

Project Management  
 Data Analyst  
 Business Intelligence  
 Forecasting  
 Training Modules/ Workshops  
 Object-Oriented Programming  
 Software Development  
 Software Design Patterns  
 Debugging/ Testing

**TECHNICAL SUMMARY**

**Programming/Languages:** Java C++ JavaScript SQL HTML CSS  
 Unix, Software: Confluence Jira Service Now Zendesk Oracle SQL Developer MS Word

Excel PowerPoint

Name: Robert Ferguson

Email: [rosekenneth@example.net](mailto:rosekenneth@example.net)

Phone: 001-590-476-1500x48693