ENTERPRISE APPLICATIONS FRONT- END WEB DEVELOPER ENTERPRISE APPLICATIONS FRONT-END WEB DEVELOPER San Mateo, CA Authorized to work in the US for any employer

Work Experience ENTERPRISE APPLICATIONS FRONT- END WEB DEVELOPER Silicon Valley Community Foundation - Mountain View, CA 2017 to Present   Coordinate cross-functional projects with a high level of resourcefulness, balancing triple constraints of time, costs and scope to meet quality deliverables and ensure security and feature value;   Work directly with our Marketing, Engagement, Corporate, Nonprofit and Scholarship teams to create unique and exclusive online experiences;   Lead to create client-specific user experiences for our premium high-profile corporate clients;   Responsible for the design and branding of all IT-managed software applications, ensuring consistent UX;   Manage CMS requests   reviewing content, editing photos, ensuring brand consistency and integrations with our ERP applications;   Manage portfolio of large-impact technical projects: 1. Help Center Software/Sites: Lead for design and implementation of 5 internal help centers: IT, HR, Gifts, Grants and Marketing & Communications. Worked with each team to define project goals and requirements, ensure scope and timelines, manage technical dependencies and initiate process improvements; 2. Company intranet and all department sites: Lead for design, implementation, security and software enhancements. Interviewed key stakeholders, provided training, created content/resources and ensured we are compliant with GDPR and data retention policies; HRIS system migration and implementation; 3. A/C Server Room Upgrades; 4. Technical training program for new hires and annually for all staff.   IT Representative for the following committees: Operations, Process Improvement and Organizational Change Management;   Level 3 IT Support, overseeing Level 1 and 2 IT Support teams and Online Assistance team;   Responsible for reviewing foundation s existing business processes and needs as it relates to IT - continuously recommending and implementing improvements, documenting procedures, increasing transparency, and decreasing manual processes/human error;   Manage all IT policies, procedures, system documentation, VDI test scripts and communicating maintenance/outages with staff and external constituents;   Create business and financial reports (SQL; Crystal Reports). WEB APPLICATIONS ADMINISTRATOR Silicon Valley Community Foundation - Mountain View, CA 2013 to 2017   IT

Representative and Member of foundation s Customized Philanthropic Services committee; Level 2 IT Support; Coordinated web application projects across all divisions, departments and external vendors; Project CEO for the redesign of our CMS. Interviewed, prioritized and implemented enhancement requests from our donors, board members and staff from each department; Introduced multiple user experiences based on constituency and implemented a modern, responsive design receiving accolades from our corporate and high-profile individual donors; Designed and developed financial and business information reports. ENTERPRISE APPLICATIONS SPECIALIST Silicon Valley Community Foundation - Mountain View, CA 2011 to 2013 IT Representative and member of foundation s Enterprise Resource Planning (ERP) committee; Level 1 IT Support; Responsible for system updates, troubleshooting technical support tickets and working cross-departments to ensure consistency and maintain the health of our data in the following ERP applications: CRM, Accounting, CMS, Grants Management, Scholarship/Competitive Grants Applicant System, Endowment; Designed and implemented foundation s first online application system for scholarships and competitive grants; Researched and implemented tools that integrate with our core ERP applications to increase efficiencies. Skills CMS, ERP, PROJECT PLANNING, HR, HELP CENTER, PROCESS IMPROVEMENT, MARKETING Links https://www.linkedin.com/in/akiko-hom/

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