
SOFTWARE ENGINEER

A personable detailed-oriented, bilingual IT Project Manager with Software Engineer's out of the box thinking, known for pushing creative limits to develop and lead comprehensive strategies in support of project goals and objectives. Customer oriented with outstanding communication, interpersonal, problem solving, and decision-making skills.

Senior IT Project Manager**TTEC ✦ Englewood, CO/USA ✦ June 2019 – Present**

Deliver Enterprise Project Management solutions from IT infra to software implementations.

Denali Advanced Integration ✦ Redmond, WA/USA ✦ March 2013 – June 2019

Executed program and project management over a large scale, top-priority, and IT infrastructure focused team. Managed IT project budgets of \$7M and cross-functional teams of 50+ system engineers, technicians, and coordinators. Planned, monitored and executed system migrations and integrations, while spearheading enterprise-wide implementation projects for the operations team.

ACHIEVEMENT HIGHLIGHTS:

- **Team Leadership:** Built and managed talented teams of system engineers, technicians and coordinators. Supervised up to 50 personnel per engagement, coordinating between in-house and client teams and keeping stakeholders informed of progress and milestones.
- **Process Mapping:** Saved client company 20% annually by implementing operations processes eliminating two full-time technicians through efficiency.
- **KPI Dashboards:** Built KPI dashboards that improved the accuracy, transparency and compliance of financial reporting and planning for numerous client businesses.
- **Logistics:** Guided customization and implementation of project tracking software for wholesale company. Improved communication efficiency and on-time delivery performance by 20%.
- **IT Infrastructure:** Evaluated and streamlined core IT systems for multiple clients. Retired obsolete apps and process, utilized scalable platforms supporting business growth and strengthened information security.
- **PMP/SCRUM:** Delivered project needs on time and within the agreed acceptance criteria in a hybrid methodology environment as they attempted to transition to an Agile Methodology

REPRESENTATIVE PROJECTS:

Managed Service Program:

- Backup/Data Recovery Refresh – Led a team of engineers to re-design, upgrade, and implement a new cloud-based data recovery system
- Server/NetApps SAN/Switch Installation Project – Performed extensive technical reviews and planned testing within staging environment to ensure seamless execution.
- Hardware Refresh – Utilized cross-functional project management techniques to expedite workflow and reduced products storage cost. Planned, directed consolidation of unsupported Windows into corporate domain.
- Virtual Machine Migration – Successfully executed a Virtual Machine Reduction Plan, saving \$35K.

- Data Center Move – Developed and executed project plan for a data center move consist of 91x devices (includes HP/Dell Servers, EMC equipment and Cisco Switches) and 600x physical connections.

Office365:

- Managed a staged Office365 migration to migrate a batch of system with PSPC division from on-premises mailboxes to Office 365.

Global Systems Refresh:

- Oversaw global roll outs of 20K+new systems for end-user throughout the USA and Canada.
- Utilized SCCM to gather system and end user data, actively planned nightly migration effort coordinated with end users, management
- Streamlined processes and procedures in service delivery, including vendor management, inventory/logistics, procurement, and monitoring all site installations.
- Transitioned users from legacy domains into a consolidated corporate configuration.

Additional Experience:

Springleaf Financial Services; Woodinville, WA/USA October 2011 – March 2013 *Financial Representative*
Bank of America; Shoreline, WA/USA March 2007 – Oct 2011 *Senior Bank Teller*

AREAS OF EXPERTISE		
▪ IT Strategy and Planning	▪ Budgeting and Forecasting	▪ Business Analysis
▪ Resource Management	▪ Quality Assurance	▪ Enterprise Systems
▪ Risk Management	▪ Workflow Implementation	▪ Metrics Reporting

EDUCATION

University of Washington, Seattle, WA: June 2011

Bachelor of Art – Communications

Scrum Alliance, Bellevue, WA October 2018

Certified ScrumMaster® - Badge ID 955201

Denver University, Denver, CO June -Dec 2020

Full Stack Coding Bootcamp

Currently pursuing PMP Certification, anticipate completion by December 2019

ADDITIONAL CREDENTIALS	
TECHNICAL SKILLS	Microsoft Office 365: Project, Excel, Power Point, SharePoint, Visio, PowerBI; QuickBase; Adobe: Acrobat; Smartsheets; ServiceNow; JavaScript, HTML, CSS, Active Directory, Virtualization, SQL, Backup/Data Recovery, Desktop Support, SaaS
LANGUAGES	<ul style="list-style-type: none"> ▪ English ▪ Chinese (Cantonese)