# Han-Juo (Gloria) Chiu

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## Summary of Qualifications

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| * 10 years enterprise experience * Certified Scrum Product Owner / Agile experience * Proficiency in business management and project lead | * University of Chicago MS in Computer Science * Experience working in top technology companies, consulting firm, and start-up company |

## Professional Experience

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| |  |  | | --- | --- | | *Nokia (Formerly NAVTEQ)* *Chicago IL* | ***June 2010 –Current*** | |  |  |   ***Senior Systems Engineer/Product Owner  Feature Project:***   * ***LCS Analytics:*** * Acted as a product owner and lead a cross functional team that is responsible for a new analytics platform for a highly scalable, Apache Hadoop based location content management system that delivers on-demand ingestion and distribution of more than 300 million pieces of content. * Articulated product vision and value proposition. Collaborated with diverse user groups and stakeholders to develop functional requirements. * Supported Agile development and demonstrate team output through use of dashboards, burn down chart, and business value in Sprint Demo. * Used Release Train for release planning across 12 different scrum teams. Identified and resolved dependencies, local risks, and global risks. Planned user stories including sizing for all sprints of the release * Responsible for Nokia Places register reporting for contract between Nokia and Microsoft * ***Places Refiner:*** * Utilized Google Refine, jQuery, jQuery UI and Solr index with open source technologies. The tool retrieves, refines and updates millions of Nokia Places data in one central place. The tool also searches and clusters Hbase data (based on text) in minutes. * ***Places Competitor and Relative Market Analysis:*** * Innovated new statistically significant model to compare competitor and relative market data with Nokia Places data and generate reports for NOKIA and Microsoft contract. * ***Air Travel Ground Truth:*** * Proved technology with diverse production users and project managers * Worked with statistician developed the statistically significant sample tool /methodology enable benchmark measurement. Utilized Java, web harvesting, fuzzy matching algorithm, SQL server, and RESTful web service technology  |  |  | | --- | --- | | *Context 4 Healthcare Inc, Naperville IL* | ***Oct 2009 – June 2010* (Department Spin-off from EMC Corporation at 3nd quarter of 2009)** | |  |  |   ***Senior Software Engineer  Feature Project:***   |  |  |  |  | | --- | --- | --- | --- | | * ***CodeLink.Net:*** Redesigned medical coding/medical library software using Microsoft VB .NET 3.5. * ***ClaimsEditor, RAC Auditor***: Lead engineer for the project. The project features include:   + Imports various electronic medical industrial formats   + Examines the claim and identifies problems, from procedure-to-diagnosis mismatches to potential unbilled revenue   + Medical rule validation system with tracking tools   + Generates more than 20 management reports   This solution is developed with J2EE, Java Web Services, Servlets, AJAX, XML JSP and Oracle.   |  |  | | --- | --- | | *EMC Corporation, Westmont IL* | ***July 2009 – Oct 2009*** | |  | | |
| ***Senior Software Engineer*** |
| ***Feature projects:***   * ***InputAccel for EOBs –*** Developed major sections of the solution to transform paper EOBs image (Explanation of Benefits forms) into digital format using OCR technology, enabling EOBs data to be automatically extracted, validated, and exported. * ***ClaimPack -*** Developed the solution to automate the capture image data and processing of healthcare claim information with a proven accuracy rate of up to 99 percent. |

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| *Americaneagle.com, Park Ridge IL* | ***Aug 2004 – June 2006*** |
| ***Web Developer*** | |
| ***Feature projects:***   * ***HIMSS (Healthcare Information and Management Systems Society) -*** Helped the nationally trusted hospital information survey organization to streamline their web-based healthcare solution survey process. The system accurately tracks information from 1600+ health system, 50000+ hospitals, ambulatories, home health systems, and 1,500,000+ application records. The application is using latest web technologies, such as AJAX to deliver nationwide provide vendor, consulting firm, and Heath system CIO with accurate data real-time report. * ***HRMAC (Human Resources Management Association of Chicago) -*** Allowed the Chicago-land trusted HR organization to handle registration and event system for 2000+ users. Pending and approve event and registration. User-friendly web interface system has replaced the traditional call system. * ***WeatherTech (with Amazon.com merchant integration) -*** Helped the high-traffic car accessory retailer website to integrate with Amazon.com merchant Web Service feed. Also customized sales tracing, inventory tracking system with Amazon.com in admin section. Because of this project, Americnaeagle.com was able to achieve the Amazon.com System Integrator goal. * ***OAAA Outdoor Advertising Association of America, Inc. -*** Integrated with SOAP web service to deliver a real-time registration member system. With live tracking from web service, OAAA can get response in-house real-time. | |

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| *Integrated Network Technologies, Buffalo Grove IL* | ***Nov 2002 – July 2004*** |
| ***Web Developer*** | |
| ***Feature projects:***   * ***PersonalOffice, Inc. -*** Designed and created database, application structure, project plan from scratch. Created online application including billing system, user system, admin system, address phone number validation, product service selection, user phone/billing history check, and identity branding. * ***Chicago Faucet Company*** - created Geberit catalog system, admin section/product upload manages web content /email sender. | |
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## Certification

***Cloudera Certified Developer for Apache Hadoop (CCDH)  
Scrum Alliance Certified Scrum Product Owner***

**Skills & Expertise**

* ***Scrum, Agile, Project Management, Agile Methodologies***
* ***Hadoop, HBase, Cloud Computing***
* ***XML, Web Services***
* ***Solr***
* ***Software Development, Java, .NET, PHP***
* ***JavaScript, HTML, CSS***
* ***SQL***
* ***MVC***
* ***REST, SOAP, JSON***
* ***jQuery, AJAX***

## Education

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| *University of Chicago* | ***2001 - 2002*** |
| MS, Major in Computer Science | |
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| Loyola University Chicago | ***1999 - 2000*** |

MBA, Major in E-Commerce