

Chialin Sham

973-632-4130

chialinsham@gmail.com

EXPERIENCE

Technical Service Manager – Team Lead

2016 - Present

Sharecare

- Mentor new members and delegate projects
- Manage project deliverables and schedules
- Engage with account managers, UX, and engineering team to understand client needs and implement solutions
- Review clients' technical specifications prior to development

Technical Service Manager

2011 - 2016

QualityHealth (acquired by Sharecare)

- Implemented client campaigns using the following: HTML, CSS, Javascript
- Gathered requirements from clients and ensure the deadlines are met
- Performed QA testing for the back end process
- Modified validation rules in JQuery

Consultant

2010 - 2011

Realware

- Worked with clients and wrote specifications to build brand new web applications
- Managed the full lifecycle of projects from requirements through launch
- Performed QA testing of all new features and enhancements and provided production support
- Proposed statements of work for clients and sent in for approval

Project Manager

2007 – 2010

Marketing Technology Solutions (QualityHealth)

- Created custom JavaServer Pages code to handle special program set-ups for various client projects
- Initiated and implemented a new ETL system for the back end data transmission process
- Communicated and documented project status to business owners and team members on a regular basis
- Provided weekly status reports and regular updates to ensure timely launch of all programs

Developer/Project Lead

2003 - 2006

Realware

- Worked with clients and developers to maintain existing web applications (bugs, upgrades, enhancements)
- Tested enhancements and bug fixes
- Acted as the point of contact for client escalations and responsible for driving resolutions
- Composed query statements for business requirements using SQL and Java
- Developed Java code to automate product status queries sent to clients on a daily basis
- Wrote functional specifications for software upgrades and enhancements using in Visual Basic

COMPUTER SKILLS

Languages

- HTML, CSS, Javascript/JQuery, Java, C, AWK, Python, Ruby

Software

- Database: Oracle, MS SQL, Postgres, MySQL

EDUCATION

Rutgers University, New Brunswick, NJ

- B.S., Computer Science