Curtis Vo

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EDUCATION

The University of Texas at Dallas   December 2024
Bachelor of Science, Information Technology Systems

SKILLS

Project Management, Agile, Stakeholder Collaboration, Process Documentation, SQL, Excel, Jira, Confluence, Python, AWS, Tableau, Azure

CERTIFICATIONS

PMP Eligible, MySQL Explorer, Oracle Database Explorer, AWS Academy Graduate - AWS Cloud Academy Foundations, Google Cloud Digital Leader, Microsoft Excel 2013 Certification

PROFESSIONAL EXPERIENCE

Howard Day and Associates, Houston, TX   August 2024 - Present
Project Manager
- Collaborate with cross-functional teams including developers, QA engineers, and the United States Air Force stakeholders to gather, analyze, and prioritize technical and business requirements.
- Created detailed user stories and functional specifications to support iterative development within an Agile SDLC framework.
- Configured Azure dashboards to monitor and analyze resource usage across databases, containers, and storage accounts, ensuring cost efficiency and system reliability.
- Set up and maintained Jira and Confluence, including custom workflows and automation rules, to support backlog management, documentation, and team coordination.
- Facilitated Agile ceremonies such as sprint planning, stand-ups, and retrospectives, aligning priorities between dev teams and stakeholders.
- Developed and maintained comprehensive system and process documentation, improving knowledge sharing, traceability, and onboarding.
- Conducted UAT and QA on new features and system modules to ensure alignment with stakeholder expectations and functional requirements.

Management Information System Intern   May 2024 - August 2024
- Cleaned, staged, and created scripts to inject structured data into databases using SQL, Python, NumPy, and Excel, supporting system integration efforts.
- Developed clear documentation for internal data structures to assist development and QA teams.
- Identified and reported 1,000+ bugs using Jira contributing to the early stabilization of the platform.
- Conducted comprehensive QA testing across modules, differentiating between code-level and data-driven issues using Agile feedback loops
- Contributed to UI bug fixes using HTML, CSS, and JS.

Milestone Home Services, Garland, TX   August 2022 - May 2024
Information Technology Analyst
- Resolved hundreds of support tickets spanning hardware, software, network, and information security issues.
- Managed employee onboarding process, including account provisioning, device setup, and access control using Microsoft Intune and Azure Active Directory.
- Developed automated status change solution, enhancing internal communication, stakeholder awareness, solving discrepancies in employee information.
- Collaborated on improving IT documentation, support procedures, and automation contributing to a more structured and efficient IT environment.

ADDITIONAL INFORMATION

Eligibility: US Citizen, Eligible to work in the US full time with no restrictions