

Danny Huynh

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Professional Summary

- Detail-oriented, and results-driven **Associate Project Manager** professional with **over 3 years of experience** with **operational and project coordination and management** and over **10 years of experience** in **digital, web, and information technology** providing technical software, hardware, and network consultation and support.
- An innovative leader with **strong organization, creative problem-solving, training, coaching, and collaborative skills**.
- Exceptional **communication and relationship management skills** that allow for the fostering of **strong trusted relationships**, through **all levels of an organization**, both internal and external stakeholders.
- Versatile yet highly flexible with the ability to provide and competitive advantage by following the latest technological advances and trends empowering the resilience to learn new things and integration to work applications and processes.
- Proven track record managing customer relations that lead to exceptional levels of **digital product and service adoption, customer satisfaction**, and ultimately **increasing business value**.

Area of Expertise

Agile Project Management • Analytical Thinking • Business Development • Consultation • Communication • Customer Relationship Management • Presentations • Section 508 • Strategic Planning • Technical Support • Writing

Applications and Technical Skills

Windows XP, 7, 8, 10 • Windows Server 2003 and 2008 • Exchange Server 2007 • MacOS • Kayako Fusion Ticketing System • Network Administration & Infrastructure • Jira • Confluence • Basecamp • Microsoft Office Suite • SharePoint • Visio • Project • Adobe Creative Suite • Drupal • Responsive Web Design & Development • Google Analytics • Assistive Technologies (JAWS) • User Interface & Experience

Work Experience

Associate Project Manager

IQ Solutions, Rockville, MD

August 2015–March 2018

Promoted as an Associate Project Manager. Acted as a liaison between various internal cross-functional teams, from developers to designers, content editors, and the National Institute of Health Office of Disease Prevention (ODP) on multiple concurrent projects. Maintained maximum level of client engagement and satisfaction through weekly communication briefing and digital interactions with executive-level stakeholders.

Key Contribution & Accomplishments

- Transitioned project management tool from Google Sheets to JIRA and Confluence.
- Managed the operations and management of ODP's website. Two manual web deployments per week were performed and over 300 web content assets adhering to AP Style and Section 508 were published.
- Efficiently improved and streamlined procedural work process resulting in the completion of more than 1400 tasks. End-user documentation was created and prepared for internal use.
- Successfully managed the software development lifecycle and launch of a custom content management system web application/tool (utilizing .Net MVC) allowing the client to independently publish various content elements online. End-user documentation was created and prepared for the client.
- Lead and managed the redesign, planning, coordination, and promotion of client's Pathways to Prevention Workshop events. Successfully doubled workshop registrants from March to December 2017.
- Monitored Jenkins automation process and escalated issues by reporting and working with Senior DevOps to resolve cloud server issues within web development environment.

Technical Coordinator II

AETEA Information Technology (contractor), Rockville, MD

February 2015–August 2015

Supported IQ Solution's Technical Project Manager in the O&M of the NIH ODP website and support their strategic research initiatives. Coordinated and monitored project deliverables including assessment of complexity, requirements gathering and preparation, allocation of resources, performed variety of tests and quality control checks and validation of scope deliverables, and ensuring tasks are completed on time and within budget.

- Reported project status and revised schedules as appropriate to meet changing needs; enforced deadlines and managed multiple simultaneous projects by creatively creating a Smartsheet and Kanban board alternative using Google Sheets in tandem with Basecamp to manage projects tasks, priorities, assignment, and statuses, and timelines.
- Identified and mitigated of anticipated challenges and risks using technical and analytical skills.
- Coached and mentored team members on Section 508 and best web practices and standards.

Web Content Specialist

Woodbourne Solutions, Germantown, MD

June 2012–February 2015

Supported the migration of content to Microsoft SharePoint platform and operations and management for the *Eunice Kennedy Shriver* National Institute of Child Health and Human Development (NICHD) website, microsites, and intranet; including the National Children's Study (NCS) website in an agile environment using Jira and Confluence.

- Ensured quality assurance and certifying sign-offs for web content, multimedia, eblasts, and electronic documents (PDFs) from partnering companies conforming to Section 508 / WCAG standards.
- Managed and coordinated team of interns in a project to refresh the NICHD Cochrane Library, successfully leading to faster load time and decreased storage capacity requirements.
- Prepared weekly and monthly project task statuses, Section 508 audit, and broken link reports.

IT & E-Business Specialist

Linemark, Upper Marlboro, MD

May 2011–April 2012

Provide day-to-day technical support IT infrastructure for Linemark employees using MacOS and Windows system hardware, software and peripherals for end-users. Including proactively addressing new and emerging problems while learning new technologies. Supported operations and management of web-to-print (W2P) system and all other e-business solutions; including digital asset management (DAM), e-commerce storefronts, fulfillment system, and eblast Marketing.

- Ensure workstation security compliance, patching, virus and malware removal, and data recovery. Recommend hardware and software solutions, including new acquisitions and upgrades.
- Configured and maintained Microsoft Active Directory, Server 2003, 2008, and Exchange 2007; server backup; hardware and software upgrades; and software license compliance and security.
- Supported Director of Technology with standards and policies to streamline desktop and software support.
- Provided technical and customer service to over 100 e-business clients through exemplary communication and non-technical consultation on all e-business solutions through email, phone, and online chat services.
- Proposed adaptation of Kayako Fusion ticketing system and integration with all e-business solutions systems.
- Prepared weekly and monthly billing and reporting for all e-business solutions.

Education

Bachelor of Science in Management Information Systems

University of Maryland University College, Adelphi, MD

December 2011

- Concentration in web technology and project management for IT professionals.

Training

- Information Security Awareness
- Privacy Awareness
- Section 508 & Accessibility Compliance