Danny Huynh

 Silver Spring, MD | (240) 234-0492 | dhuynh@dhgital.com | linkedin.com/in/dhigital/ | dhgital.com

Professional Summary

- Highly organized, detail-oriented, and results-driven professional **Associate Project Manager** with **3+ years of experience** and an extensive background in **information and web technologies, operational and project management,** and **training** in fast-paced and dynamic environments.
- An innovative leader with **strong creative problem-solving**, and **collaborative skills**.
- **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 applying 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**.
- Exceptional **communication, relationship management skills** that allow for the fostering of strong **trusted relationships**, through **all levels of an organization**, both internal and external stakeholders.

Area of Expertise

Agile Methodologies • Analytical Thinking • Business Development • Computer Competency • Consultation • Communication • Customer Advocacy • Customer Relationship Management Design and Development • Digital Media • Presentations • Project Management • Section 508 • Strategic Planning • Technical Support • Writing

Applications and Development Skills

JIRA • Basecamp • Microsoft Office Suite • SharePoint • Visio • Project • Adobe Creative Suite • Drupal • Responsive Web Design & Development • 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 government clients on multiple concurrent projects. Maintained maximum level of customer engagement and satisfaction through weekly communication briefing and digital interactions with executive-level stakeholders.

Key Contribution & Accomplishments

- Managed the operations and management of the client's website through two manual web deployments per week. Successfully published over 300 new web content assets adhering to AP Style and Section 508 compliance standards.
- Efficiently improved and streamlined procedural work process resulting in the completion of more than 1400 tasks. Internal end-user documentation was created and prepared.
- 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. External end-user documentation was created and prepared.
- Collaborated across various departments to execute the website redesign, planning, coordination, and promotion of client's Pathways to Prevention Workshop events. Successfully doubled workshop registrants from March to December 2017.

Technical Coordinator II
AETEA Information Technology (contractor), Rockville, MD   February 2015–August 2015

Supported IQ Solution's Technical Project Manager in the operations and management of the National Institute of Health Office of Disease Prevention (ODP) website and 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.
- Identified and mitigated of anticipated challenges and risks utilizing technical and analytical knowledge and skills.
- Coached and mentored team members on Section 508 and web best practices.

Web Content Specialist
Woodbourne Solutions, Germantown, MD   June 2012–February 2015

Supported the migration of content from ColdFusion to Microsoft SharePoint platform and operations and management for the *Eunice Kennedy Shriver* National Institute of Child Health and Human Development (NICHD) website and microsites; including the National Children's Study (NCS) website.

- Performed certification, quality assurance, and sign-off for web content, multimedia, eblasts, and electronic documents (PDFs) from partnering companies conforming to Section 508 / WCAG standards.
- Managed and coordinated project development with hired interns in refreshing 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

Supported operations and management of Linemark's Web-to-Print (W2P) system and all other e-business solutions; including Digital Asset Management (DAM), E-Commerce Storefronts, Fulfillment System, and E-blast Marketing.

- Supported technical and customer service to over 100 e-business clients through exemplary communication and non-technical consultation.
- Developed and managed over 100 W2P web portals for current and prospective clients.
- Successfully supported client marketing initiatives through designing and development of personalized URLs (PURLs) eblasts via Constant Contact eblasts and providing data reports daily.
- 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