# Danny Huynh

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## Professional Summary

Highly organized, detail-oriented, and results-driven **IT Professional** with **over** **5 years of experience** and an extensive background in operational and project management/coordination in dynamic fast-paced environments. 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 and relationship management skills that allow for the fostering of strong trusted relationships, through all levels of an organization, both internal and external stakeholders. An innovative leader with strong creative problem-solving, training, coaching, and collaborative skills. Versatile and flexible known to “wear many hats” keeping up with the latest technology and trends.

## Skills and Training

Management: Jira, Confluence, Basecamp, Agile & Waterfall Methodologies, Team Leadership, Business Analysis & Development, Consultation, and Customer Relationship Management (CRM)

Applications: Microsoft Project, SharePoint, Visio, Office Suite 365, Google Docs, and Adobe Creative Suite

Development: Drupal, HTML5, CSS3, JS, Responsive Web Design & Development, PHP, SQL, MySQL, and UI/UX

Other Training: Information Security Awareness, Privacy Awareness, and Section 508 & Accessibility Compliance

## 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.

Key Contribution & Accomplishments

* Maintained exemplary level of client engagement through weekly communication and digital interactions
* 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 and SQL) 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.

### 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, quality control and validation of scope deliverables, and ensuring tasks are completed on time and within budget.

Key Contribution & Accomplishments

* Reported project status and revised schedules as appropriate to meet changing needs; enforced deadlines.
* Managed multiple projects by creatively creating a Smartsheet and Kanban alternative using Google Docs/Sheets 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 content migration to Microsoft SharePoint platform 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.

Key Contribution & Accomplishments

* Supported operations and management of task deliverables 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

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 eblast Marketing.

* Provided technical support and customer service to over 100 e-business clients.
* 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 using Constant Contact and preparing and submitting data reports to clients 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 for IT professionals.

## Certifications

### Project Management Insitute

#### PMI Agile Certified Practitioner (PMI-ACP) Certification December 2018 (*Expected*)

#### Project Management Professional (PMP) Certification June 2019 (*Expected*)

## General

### U.S. Citizen

#### Public Trust Clearance June 2012–March 2018