Hendra Ng

(480) 241-7674 | hendrang@yahoo.com | hendrang.me | Castle Pines, CO

SUMMARY OF QUALIFICATIONS

Software development leader delivering enterprise applications and guiding engineering teams through growth and delivery. Known for coaching talent, aligning stakeholders, and applying hands-on technical depth to drive automation, cost efficiency, compliance, and secure, scalable solutions.

EXPERIENCE

Senior Manager Software Development, Product and Technology
Spectrum, Greenwood Village, CO   **January 2025 – Present**

- Manage the MAC team of six engineers, owning and enhancing enterprise applications including Crescendo, Apple Aggregator, ICS, SEB Assembler, and LG/Vizio Aggregator.
- Collaborate with multiple engineering teams to align requirements and deliver cross-functional initiatives.
- Established the baseline architecture and developed initial core operations for SEB Assembler using Fastify, TypeScript, and AWS, leveraging an existing Nx monorepo to accelerate delivery.
- Transitioned SEB Assembler ownership to the Tech Lead and team while providing direction on future enhancements.
- Monitor cloud and infrastructure costs, driving optimizations to reduce spend.
- Ensure applications remain current with upgrades and maintain compliance through Veracode scans.
- Coach and mentor engineers across development, DevOps, and technical leadership.
- Support junior developers beyond the team, promoting technical excellence across the organization.

Senior Manager Software Development & Engineering Senior (Technical Team Lead), Charitable Technology
Charles Schwab, Lone Tree, CO   **November 2021 – January 2025**

- Selected for the 2024 Aspiring Leadership Program (ALP) as one of 319 future leaders.
- Led a geographically distributed team of twelve spanning four time zones, delivering features and bug fixes.
- Directed team of five to develop grant automation system, resulting in over 80% of auto-approved grants.
- Led team of seven automating equity liquidation increasing donor contribution efficiency by 25%.
- Guided team of four modernizing charitable letters system using .NET, Amazon S3, and RabbitMQ.
- Partnered with product, architects, and cross-functional teams to deliver enterprise initiatives.
- Promoted a culture of continuous learning by facilitating regular team knowledge-sharing sessions.

Senior Manager Risk Analytics/Modeling (Tech Lead), Model Risk Oversight
Charles Schwab, Lone Tree, CO   **April 2019 – November 2021**

- Developed MIGraph using .NET and Angular providing model owners with comprehensive model registration solutions.
- Led the QAQC team in building MITools, supporting validators with model inventory checks against SR11-7 and governance standards.
- Implemented an SDLC pipeline to improve reliability and delivery efficiency for model oversight tools.
- Acted as Scrum Master and mentor, guiding developers and ensuring delivery commitments.

Software Developer Associate Manager, Mortgage Cadence
Accenture, Denver, CO   **August 2018 – April 2019**

- Built and tested Enterprise Lending Center (ELC) features and resolved production issues.

Senior Staff Software Applications Engineer (Tech Lead), Securities Lending
Charles Schwab, Lone Tree, CO   **April 2017 – August 2018**

- Led Securities Lending team of five on projects to implement new or enhance existing functionalities.
- Collaborated with product owner, technical director, and business to design and develop functionalities.
- Created proof of concept applications as samples for junior developers and demoed to staff and management.
- Provided crisp and well-understood directives and communication to all levels of staff and management.
- Tracked and managed dependencies across lines of business and platforms.
- Worked collaboratively as a team player to develop mutually acceptable solutions, and act as a mentor.

Senior Programmer, Enterprise Resource Organization (ERO)
Progressive Corp., Colorado Springs, CO   **February 2006 – April 2017**

- Led enterprise e-sign API project delivering solid application that communicates with DocuSign.
- Selected as a Tech Lead directing local programmers and QA testers delivering Home Quote 2 project.
- Selected as 2015 Summer Intern Manager managing 5 interns.
- Mentored and coached 8 new IT programmers under ERO.
- Part of 10 programmer team working on high priority Direct Mobile Tablet project.
- Promoted from Programmer level 2 in 2007 to Senior Programmer in 2009.
- Led Bunker West project migrating F2.5 applications.

TECHNICAL SKILLS
C#, .NET, SQL, TypeScript/JavaScript, Angular, Fastify, AWS, Kubernetes, RabbitMQ, Git (Bitbucket, GitLab), Splunk, Atlassian, Pivotal Cloud Foundry, Java

EDUCATIONS

Master of Engineering in Computer Science   **December 2012**
University of Colorado at Boulder   Cumulative GPA: 3.9

Bachelor of Science in Computer Science   **December 2005**
Arizona State University   Cumulative GPA: 3.71

CERTIFICATIONS
Certified Scaled Agile Framework (SAFe) 5 Practitioner   **January 2023**

Microsoft Specialist: Programming in HTML5 with JavaScript and CSS3   **January 2016**

Software Engineering Certificate   **May 2011**
University of Colorado at Boulder

PROJECTS

- **Grant Automation Processor (Schwab):** Directed team of five to deliver automation system using .NET and RabbitMQ on Pivotal Cloud Foundry. Result: Enabled over 80% of grants to be auto-approved, greatly reducing manual workload.
- **Equity Trade Automation (Schwab):** Led team of seven in building application to automate equity contributions using .NET and RabbitMQ on Pivotal Cloud Foundry. Result: Improved donor efficiency by 25% and reduced manual trades.
- **MITools (Schwab):** Led the MRO QAQC team in developing a weekly validation tool supporting validators by checking model inventory against SR11-7 and governance guidelines. Result: Reduced more than 11,000 data issues to 1,500, strengthening audit readiness and demonstrating compliance progress to the Federal Reserve.
- **Short Sale Automation (Schwab):** Delivered .NET Web API with RabbitMQ on Pivotal Cloud Foundry, providing daily securities lending data to the Digital Services team for distribution across Schwab.com and client platforms. Result: Improved transparency for clients and reduced reliance on customer service representatives.
- **Home Quote 2 (Progressive):** Technical Lead for member of 12-person team expanding Progressive business to homeowners offering better selections of home and condo insurance. Result: Enhancing Progressive's ability to grow together with the expanding customers' families (customer retention).
- **Unified Quoting Architecture Implementation:** Member of 30-person team rolling out next version of Direct Tablet/Auto Quoting using AngularJS, ASP.NET MVC, JQuery, and Sass. Result: Better quoting experience for customers.
- **Talk to Me:** Integrated Talk to Me feature into Direct Auto Quoting .NET MVC architecture using JQuery (AJAX). Result: Better customer service quality by having the ability to assist customer faster with their quotes.
- **Direct Auto Quoting:** Member of 20-person team rolling out Auto Quoting Mobile Tablet using ASP.NET MVC, JQuery, and Sass. Result: customers had more options to quote.
- **Flash Quoting:** Member of 17-person team rolled out flash based quoting application to more US states improving customer experience. Result: great customer experience feedback resulted in more policies in force.
- **Feature Manager Reporting:** Created features reporting on Progressive Feature Manager's website giving summary to developers on currently available features on each environment (development, test, acceptance, and production). Result: one stop user interface for developers to identify all available features for each environment (time saver).