Hendra Ng

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SUMMARY OF QUALIFICATIONS

Highly motivated leader with a passion for resolving software development and business challenges. Proven track record of leading diverse teams to deliver high-quality software solutions. Exceptional skills in analysis, programming, and debugging with a strong focus on continuous improvement and cross-functional collaboration.

EXPERIENCE

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

- Selected for the 2024 Aspiring Leadership Program (ALP) as one of 319 future leaders.
- Lead a geographically distributed team of twelve spanning four time zones, delivering features and bug fixes.
- Engage in various aspects of software development as required ensuring high-quality deliverables.
- Conduct bi-weekly knowledge-sharing sessions to promote continuous learning and improvement.
- Collaborate with product teams, architects, and internal cross-functional teams ensuring feature deliveries.
- 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 Rabbit MQ.

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.
- Designed and developed MITools application supporting validators and QAQC team with model inventory check.
- Led SDLC pipeline implementation for MITools.
- As a Scrum Master, led daily stand-up and ensured team delivery commitments.
- Fielded technical questions from developers, management, and QAQC team.
- Actively participated in code reviews and acted as a mentor/coach, providing support and guidance.
- Assisted and supported model validators with minor validations and technical questions.

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

- Designed, developed, and tested Enterprise Lending Center (ELC) new features.
- Investigated and resolved bugs in ELC.

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 API/MVC, HTML5, Angular, Typescript/JavaScript, SQL, Sass/CSS, Git, Pivotal Cloud Foundry, Splunk, and Atlassian

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 (GAP):** Lead team of five delivering grant automation application taking advantage of .NET and Rabbit MQ on Pivotal Cloud Foundry. Number of manual grant reviews for approvals have been reduced significantly. Result: More than 80% of Charitable grants are auto approved.
- **Trade Automation:** Led team of seven developing application automating market order of equity contributions. With this application, a smaller number of manual trade executions go through Charitable Trade team. Result: 25% efficiency improvement of donor equity contribution end-to-end process.
- **MITools:** Led MRO QAQC team developing MITools weekly run application checking model inventory fields. This application helps validators identifying data related issues that may violate SR11-7 and/or MRO Governance guidelines. Result: About 11,000 data related issues have been reduced to roughly 1,500. This ongoing effort shows Federal Reserve on MRO's initiative/effort achieving no data issue goal.
- **Short Sale Automation:** Led Securities Lending project providing daily securities' short sale rate to Digital Service team, which would then be distributed to the front channels (schwab.com, street smart, and client central). This was the first project taking advantage of .Net Web API and Rabbit MQ on Pivotal Cloud Foundry. Result: Better customer experience by providing hard to borrow securities' rates without having to call customer representatives.
- **Home Quote 2:** 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.
- **Sunset Classic:** Member of 7-person team migrating and refactoring Online Servicing application code from classic ASP into C#. Result: more maintainable and better performance application.
- **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.
- **Production Support Blitz:** Member of 10-person team resolved approximately 400 production issues with different priorities in four months. Result: zero production issue at the end of 2006. Progressive's production issue number (all priorities) had not been more than 50 since early 2007 to 2010.
- **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).