

Hendra Ng

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SUMMARY OF QUALIFICATIONS

Highly motivated technical lead with a sincere passion for resolving software development and business challenges. Outstanding analysis, programming, and debugging capabilities in software development.

EXPERIENCE

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

- Develop MIGraph using .NET and Angular providing model owners with comprehensive model registration solutions.
- Design and develop MITools console application supporting validators and QAQC team with model inventory check.
- Mentor team in testing frameworks and methodologies.
- Lead SDLC pipeline implementation for MITools.
- As a Scrum Master, lead daily stand-up and ensure team delivery commitments.
- Field technical questions from developers, management, and QAQC team.
- Actively participate in code reviews and act as a mentor/coach.
- Assist and support model validators with minor validations and technical questions.

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

- Investigated and resolved bugs in Enterprise Lending Center application (ELC).
- Worked with other team members to design, develop, and test new features for ELC application.
- Fielded technical questions from other developers, product managers, and quality assurance analysts.
- Researched new software development concepts and made suggestions for improvements.
- Actively participated in code reviews.

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

- 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.
- Documented conceptual and technical designs.
- Provided crisp and well-understood directives and communication to all levels of staff and management.
- Participated, led, and promoted the Dev Core Agile Scrum team.
- 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) **February 2006 – April 2017** **Progressive Corp., Colorado Springs, CO**

- 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.
- Wrote or modified code for software application development using detailed design documents.
- 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.
- Selected as Flash Quoting Release Owner making sure team of 17-person rolled out 6 states.
- Selected as Bunker West primary migration lead to migrate F2.5 application.
- Researched and analyzed business technical functionalities and needs to code systems enhancements using C#.
- Used troubleshooting skills to determine appropriate programming solutions for production issues.
- Created and executed unit, development, and manual QA test plans to ensure code quality.
- Prepared documentation needed throughout the software application development and/or modification processes.
- Developed tools to automate the creation and maintenance of data using Excel Macro.

Software Engineer Intern, CDMA Mobility Manager Team**May 2005 - December 2005****Motorola Inc., Chandler, AZ**

- Developed Perl script collecting performance and log files for performance subsystem test team.
- Created Excel report using VBA summarizing the test of call results.
- Assisted the system engineering team in creating Perl script comparing UML design between two releases.

TECHNICAL SKILLS

C#, .NET API/MVC, HTML5, Angular, Typescript/JavaScript, SQL, Sass/CSS, Git, TFS, Atlassian, and Azure

EDUCATIONS**Master of Engineering in Computer Science**

University of Colorado at Boulder

December 2012

Cumulative GPA: 3.9

Bachelor of Science in Computer Science

Arizona State University

December 2005

Cumulative GPA: 3.71

CERTIFICATIONS**Certified Scaled Agile Framework (SAFe) 4 Practitioner****May 2020****Microsoft Specialist: Programming in HTML5 with JavaScript and CSS3****January 2016****Software Engineering Certificate**

University of Colorado at Boulder

May 2011**PROJECTS**

- **MITools:** Lead 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. Goal: 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).

EXTERNAL PROJECT**Tolektor (tolektor.com), Founder****February 2021 – Present**

- Personal sports cards site with blog and data analysis of popular players.