

# Sylvia Kim

## Software Testing Manager - Deloitte Consulting LLP

Washington, DC - Email me on Indeed: [indeed.com/r/Sylvia-Kim/0662c018fa321eaf](https://www.indeed.com/r/Sylvia-Kim/0662c018fa321eaf)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Software Testing Manager

Deloitte Consulting LLP - Washington, DC - September 2015 to Present

- United States Government Security Clearance Holder - Level: Secret
- DAU Completion of the following: ACQ101, ENG101, TST102
- Manage a team of 12 testers for the software, CHCS, the DoD's healthcare system
- Identify and acquire up to 20 temporary need-based contractor employees per test event
- Execute and optimize the team governance structure to achieve timeline, budget, and project objectives
- Track and prepare the report of testing results, test case coverage, required resources, performance baselines, and risk analyses of potential and current issues
- Lead both internal and external client interfacing projects, managing the planning, execution, and reporting phases of System Integration Testing events utilizing both Waterfall and Agile testing methodologies

#### Yoga Teacher

Yoga District - Washington, DC - September 2015 to Present

- Lead yoga classes of up to 20 students for all skill levels
- Ensure maximum benefits and safety from correcting students' postures
- Work with students of all body types and fitness levels to develop customized programs and positional adjustments that increase skill, fitness, and wellbeing

#### Chief Technology Officer

Tower Beauty - New Orleans, LA - July 2011 to August 2015

- Drove operating costs down 50% over 4 years while maintaining service levels through strict budgetary control and effective vendor management to ensure competitive pricing
- Played key role in conservative corporate involvement in dot-com market and focus on building a strong anchor client base
- Directed implementation of custom OEM packages on company's website, enabling online pricing, order inquiry, and ordering integrated into phone order queue
- Reduced the development lifecycle 30% by streamlining processes through the implementation of Six Sigma, motivating and training employees, upgrading tools and technologies, improving project management, and instilling accountability
- Was responsible for managing full product development, software and hardware purchases and R&D

#### Process Engineer- Vaccine Manufacturing Department

Merck - West Point, PA - August 2010 to May 2012

- Provided advanced technical support for formulation, filling, freezing, and lyophilization of all Merck live virus vaccines

- Formulated and manufactured the varicella vaccine, VARIVAX via automated and manual systems while following SOPs and cGMP regulations
- Led a team of three engineers who provided VARIVAX bulk technology and engineering support, process troubleshooting, atypical resolution, process monitoring, batch record maintenance, process validation, and process change control
- Directed a particulate investigation team that reduced particulate atypical processing events by 60%
- Led monthly training to all bio-technicians on QA compliancy in regards to FDA regulations and proper documentation techniques

### **NJ- Certified Emergency Medical Technician**

New Brunswick Rescue Squad - New Brunswick, NJ - September 2006 to August 2010

- Provided life support services during medical emergencies on scene and in route to the hospital
- Operated and maintained emergency vehicles while abiding by state regulations for medical supply requirements
- Participated in frequent call responses in partnership with Critical Care RNs, Fire, and Police Departments

### **EDUCATION**

#### **Bachelor of Science in Biomedical Engineering**

The School of Engineering, Rutgers University - New Brunswick, NJ  
September 2005 to May 2010