SIDARA CHAU, MS

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|SOFTWARE ENGINEER|

Dynamic, analytical, self-motivated IT Professional highly regarded for leveraging expertise in research, testing, querying, data analysis, and quality assurance to optimize product and system performance. Proven track record of delivering innovative client solutions on time and under budget while exceeding stringent expectations. Thrives in fast-paced environments managing numerous competing deadlines and projects while ensuring high-quality execution. Respected as a proactive, detail-oriented team member who supports colleagues in successfully realizing company objectives through a people-focused approach. Exemplary educational qualifications include a Master of Science in IT/Software Engineering from University of Maryland University College. Out-of-the-box thinker committed to making continuous improvements in planning, process, communication, and customer satisfaction to enable long-term growth.

SELECTED HIGHLIGHTS

❖ Utilized SQL queries and application logs to investigate and provide detailed analyses regarding root cause of unexpected trade flow, improving system reliability and data accuracy at Deutsche Bank.
❖ Provided real-time support to manage trade flow applications for 5+ customers and colleagues' daily/weekly.
❖ Managed and resolved 10+ production incidents weekly/monthly by writing formal communications, liaising with Level 3 Support, Operations, and Incident Management teams, and implementing fixes to optimize performance.
❖ Worked with cross-functional teams to test solutions for detecting and diagnosing manufacturing, component, and design defects while promoting efficiency and cost management at American Computer Development, Inc.
❖ Maintained full responsibility for testing and monitoring up to 3+ computers monthly in the Virginia Tech Department with strict attention to detail.

CORE COMPETENCIES

Communications	Leadership & Collaboration	Strategic Planning
Client/Customer Service	Data/Document Management	Attention to Detail
Information Technology	End-User Support	Research & Analysis
Software Engineering	Testing/Troubleshooting	Teaching/Training
Project Management	Data Modeling & Visualization	Quality Assurance
Organization & Multi-tasking	Complex Problem-solving	Process Improvements

PROFESSIONAL EXPERIENCE

DEUTSCHE BANK | JACKSONVILLE, FL | 2017 TO 2018
IT Production Support Analyst
- Utilized SQL queries and application logs to investigate and provide detailed analyses regarding root cause of unexpected trade flow, improving system reliability and data accuracy.
- Wrote 50+ SQL queries monthly to efficiently produce user-requested data.
- Provided real-time support to manage trade flow applications for 5+ customers and colleagues' daily/weekly.
- Managed and resolved 10+ production incidents weekly/monthly by writing formal communications, liaising with Level 3 Support, Operations, and Incident Management teams, and implementing fixes to optimize performance.
- Entrusted to serve as subject matter expert on top-day trade flow applications, proactively maintaining up to date applications knowledge to maximize individual work contributions.

AMERICAN COMPUTER DEVELOPMENT, INC. (ACDI) | FREDERICK, MD | 2012 TO 2013
Tester

- Supported in-house test team's mission to meet clients' functionality and reliability requirements by providing a comprehensive array of high-quality test solutions.
- Worked with cross-functional teams to test solutions for detecting and diagnosing manufacturing, component, and design defects while promoting efficiency and cost management.
- Maintained full responsibility for testing and monitoring up to 3 computers monthly in the Virginia Tech Department with strict attention to detail.
- Collaborated with 6+ team members to investigate design approaches and evaluate feasibility based on business and customer needs.
- Conducted testing and analysis to reduce errors or failures regarding compliance, systems, and components, increasing productivity levels while enhancing quality assurance.

EDUCATION

University of Maryland University College, Adelphi, MD: 2016
Master of Science – IT/Software Engineering (GPA: 3.33)
- **Relevant Coursework:** Computer Systems Architecture; Information Systems Infrastructure; Information Systems Analysis, Modeling, and Design; Information Technology Project Management; Systems Engineering Overview; Requirements Engineering; System Design and Development; System Integration and Test; Design Considerations; Systems Engineering Management
- **Awards/Honors:** Dean's List
- **Clubs/Activities:** Executive Committee, Field Hockey, Rowing Club, Jump Rope for Heart

University of Maryland University College, Adelphi, MD: 2012
Bachelor of Science – Computer Information Technology
- **Relevant Coursework:** Networking Essentials; Network Security; Windows Server; Wireless Network Administration; Windows Network Infrastructure; Windows Directory Server Infrastructure; Windows Server Apps Infrastructure
- **Awards/Honors:** Dean's List

ADDITIONAL CREDENTIALS

TECHNICAL SKILLS	Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access, Publisher) / Microsoft Visio / Microsoft SharePoint / Adobe Photoshop / Google Docs / Google Drive / Google Calendar / QuickBooks / Dropbox / Salesforce / JavaScript / Linux / Object-Oriented Programming / Structure Query Language (SQL) / Control-M / Geneos Monitoring Tool / Putty / Oracle SQL Developer / C++ / PHP / HTML
VOLUNTEERISM	- St. Vincent's Medical Center (Southside) – Data Analyst - Women's Center of Jacksonville – Computer Literacy Tutor & Administrator
INTERESTS	Learning; Writing; Drawing; Programming; Decorating; Shopping; Baking