

Ka Vang

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GitHub: <https://www.github.com/ka-vang>
Portfolio: <https://ka-vang.github.io/homework15>

Job Title and Grade: Information Technology Specialist, GS-2210-11

Education:

- University of Minnesota, Coding Bootcamp, Graduating 2020
 - 24-week full stack program focusing on:
 - Front-End Web Design
 - HTML5 Web Design
 - CSS
 - Bootstrap
 - Media Queries
 - Node.js
 - JavaScript
 - MERN Stack
 - jQuery
 - APIs
 - JSON
 - AJAX
 - Express.js
 - GitHub
 - React.js
 - MongoDB
 - MySQL
 - Sequelize
 - Object-Oriented Programming
- Walden University, Minneapolis, MN, Graduated 2015
 - Master of Science in Information Technology
 - Emphasis on Information Security
 - 3.81 GPA
- University of Minnesota, Minneapolis, MN, Graduated 2007
 - Bachelor of Arts
 - Major: Psychology
 - Minor: Family Social Science
- Brooklyn Center High School, Brooklyn Center, MN, Graduated 2001
 - High School Diploma
 - 3.9 GPA

Work Experience:

- Minneapolis Veterans Affairs Health Care System
 - IT Specialist (Customer Support/PC Technician), Full-time, September 2014 – Present. GS-2210-11, Step 4.
 - As an IT Specialist (Customer Support), some of my duties include but are not limited to installing and troubleshooting hardware and software systems; troubleshooting and maintaining installed applications in accordance with approved application support policies; installing and configuring application for interfaces in coordination with Sub-Division Interface application updates and upgrades; maintaining and repairing IT equipment; imaging desktops and laptops; resolving problem tickets through YourIT; managing user accounts in Active Directory, Exchange Management Console, and VistA; participating in at least eight short and long-range projects per annum; providing excellent customer service; and more.
 - I participate in a minimum of eight IT short and long-range projects per annum. Some of the things I consistently do in these projects are to analyze all the plans and policies to ensure requirements are met, research and test all products and services to maintain the information plan, determine what the lifecycle management is in order to gather the correct resources, and work with all shareholders every step of the way to make certain that the projects are completed to everyone's expectations. After each project, I also write standard operating procedures (SOP) on new processes as well as After Action Reviews (AAR) to reflect upon the project. Developing these documents provide guidance and solutions for problems due to new or modified operational concepts and requirements to maintain IT systems and infrastructure. They have also enabled me to share my knowledge and experience with my department to not only improve our abilities, policies, and procedures but to also provide better and more effective customer service to our customers.
 - I am the primary accounts management creator. For over six years, I managed the ePAS system by creating, modifying, and terminating accounts in Active Directory and VistA as requested throughout VISN 23 (Black Hills, Central Iowa, Fargo, Iowa City, Minneapolis, Omaha, Sioux Falls, and St. Cloud) and because of this experience, I have extensive knowledge of VistA as well as its secondary menus, security keys, and user menu management. I have also trained many individuals on accounts management and have developed a handful of standard operating procedures (SOP) that have been uploaded to SharePoint to provide training, guidance, and solutions. In addition, I also attended and completed the VistA Foundations as well as the MUMPS for Programmers courses which gave me a better understanding of VistA.
 - I am the primary BCMA laptop imaging person. I became the designated person for this role after being a part of a long-range refresh project to replace older BCMA laptops in the entire medical center with new laptops. Because the new laptops were HP and only Dell laptops have been used in the past, operational concepts and requirements had changed as well so I developed an SOP to document the new procedure of how to image the new laptops, how to replace the laptops in the BCMA carts, and how to securely dispose of the old laptops. I also

created an Excel spreadsheet to keep track of all the new BCMA laptops and their locations for inventory purposes.

- I work well both independently and in teams to provide exemplary customer service support by assessing and satisfying their expectations. I also have strong attention to detail where my work performance is always thorough. I am able to communicate effectively both orally and in writing as well as listen to others to provide appropriate responses. My listening skills have greatly attributed to my ability to use sound judgment to solve problems.
- IT Specialist (Customer Support/Accounts Management), Full-time, July 2012 – September 2014. GS-2210-9, Step 4.
 - As an IT Specialist (Customer Support/Accounts Management), some of my duties included but were not limited to creating and modifying user accounts for employees in Active Directory and VistA; managing user accounts in Active Directory and VistA, managing secondary menus, security keys, user menu management in VistA; assigning VistA file access; resolving problem tickets through CAS; and more.
 - I managed ePAS to complete ADPAC requests regarding user accounts in Active Directory and VistA throughout VISN 23 (Black Hills, Central Iowa, Fargo, Iowa City, Minneapolis, Omaha, Sioux Falls, and St. Cloud). The excellent customer service that I provided was supported by the number of completed ePAS forms to show how I continuously outperformed my counterparts in fulfilling these requests in a timely manner. Not only did this measure my customer service ability, it also measured my ability to multitask with a strong attention to detail. The ADPACs that I worked with continuously expressed their satisfaction of my work and attentiveness to my supervisor on many occasions.
 - During this time, ePAS forms were still in its developmental stages. I was able to provide many feedbacks in which some are being used today such as the display of a user's middle initial at the top of a form once it has been opened. Prior to this, techs would have to navigate between the tabs if they forgot whose form they were working on. Although it sounds like a small change, it has been effective in allowing my coworkers and I to increase our productivity in accounts management. Having end user experience of ePAS will allow me to provide a valuable insight on assisting with the development of ePAS forms.
 - I developed SOPs on the accounts management process and provided accounts management training to ADPACs and new employees. The training included detailed instructions on how to create and modify accounts in both Active Directory and VistA. It also included instructions on how to properly deactivate and reactivate users depending on whether the request was to place a user in "disuser" or "terminate" status.
- Computer Assistant, Full-time, September 2009 – July 2012. GS-2210-7, Step 2.
 - As a Computer Assistant, some of my duties included but were not limited to answering and providing IT support via phone; creating and managing user accounts in Active Directory and VistA; resolving computer issues through

remote connection; managing secondary menus, security keys, user menu management, and Fileman in VistA; and more.

- Having the ability to multitask was extremely important in this position. Not only did I answer up to 50 calls or more per day while providing excellent customer support during each call, I also completed accounts management requests from ADPACs as they came in. Being able to switch gears as needed and properly prioritize my work proves that I have strong attention to detail because minimal mistakes were made while high quality service was provided.
- I already had some end user VistA experience prior to coming into this position so that sped up my learning curve. I adapted quickly to understanding user menu management and although I did not learn the functionalities of secondary menus and security keys, I quickly learned the common secondary menus and security keys that were assigned to certain roles. Being able to make these distinctions allowed me to complete accounts management requests with a faster turnaround time and more accuracy.
- Medical Support Assistant, Full-time, April 2008 – September 2009. GS-2210-5, Step 2.
 - As a Medical Support Assistant, some of my duties included but were not limited to answering phones and directing patient calls; scheduling and canceling patient appointments; preparing patient files for the day; providing responsive attention to patients seeking medical services; and more.
 - I scheduled, edited, and cancelled patient appointments in VistA. I also edited patient information as needed in VistA such as phone numbers and addresses. This ensured that patients were getting their appointment letters. Additionally, if requested by patients, I printed out their medication information as well as appointment letters via VistA. Due to these experiences, I became very familiar with VistA and the secondary menus and security keys assigned to me. Gaining the user-side experience of VistA improved my knowledge and experience with VistA altogether.
- Creative Results
 - Realtor/Qualified Trainer, Part-time, February 2014 – Present. (This is not a federal position.)
 - As a Realtor, I perform comparative market analyses (CMA) to accurately list properties. I also educate clients about the current real estate market, the different types of loans, and different types of homebuyer programs in Minnesota. Staying up-to-date with the latest real estate trends is one of my top priorities so I can provide the best customer service to clients.
 - As a Qualified Trainer, I train new and existing Realtors on how to identify the different types of housing categories in addition to laws and regulations. It is extremely important for Realtors to understand the fundamentals of properties, zoning, liens, and so forth to be successful. I also train Realtors how to properly fill out contracts such as Purchase Agreements and like documents.

- I created a Level 1 training manual on the basics of real estate to train the new Realtors on my team. Due to its success, it is now being used by the brokerage as the standard training manual for all incoming Realtors, both new and existing. Currently, I am working with the Broker to create a Level 2 training manual for Realtors who have had over seven transactions. This manual will also be used as the standard training manual for Realtors with more experience and will cover more complex real estate scenarios.

Honors and Awards:

- Creative Results Top Producing Team Award
 - February 2018
- Creative Results Outstanding Leadership Award
 - February 2017
- Creative Results Top Producing Team Award
 - February 2017
- Creative Results Top Producing Realtor Award
 - December 2014
- Department of Veterans Affairs Performance Award
 - January 2018
 - April 2017
 - December 2015
 - December 2014
 - December 2013
 - August 2013
 - March 2013
 - July 2012
 - February 2012
 - August 2011
 - December 2010
 - December 2009
- Walden University's Dean's List
 - Fall 2012 – Fall 2015
- Brooklyn Center High School
 - Summer 2001
 - Graduated with highest honors
 - Graduated with National Honor Society honors
- Page Education Foundation Scholarship
 - Fall 2001
- Anderson Family Scholarship
 - Fall 2001

Extracurricular Activities:

- Member of the University of Minnesota Alumni Associations
- Member of the Walden University Alumni Associations
- Tutor Hmong Language (Reading, Writing, Speaking) at Hmong American Partnership
- Tutor English Language (Reading, Writing, Speaking) at Hmong American Partnership
- Tutor Basic Computer at Hmong American Partnership

Job Related Training:

- VistA Foundations
- MUMPS for Programmers
- CompTIA Security+
- CompTIA Network+
- Certified Cloud Security Professional
- Fundamentals of Information Systems
- Core Web Technologies
- Python Bootcamp
- JavaScript Essentials: Dynamic JavaScript Code
- Object-Oriented Programming with Ruby
- JAVA SE 8 Fundamentals: Introduction to JAVA
- Principles of Programming
- Systems Analysis and Design
- Introduction to JAVA
- Introduction to SQL
- Information Technology in the Organization
- Operating Systems & Network Architect
- Advanced Software Development
- Data Modeling & Database Design
- Principles of Software Engineering
- Enterprise Systems Architecture
- Fundamentals of Information Assurance
- Information Assurance & Risk Management
- Information & Systems Security
- Computer Law, Crime, and Investigation
- Topics in High-Assurance Computing

Professional References:

- Jose L. Garcia, Operations Manager, D3, MW T1, MIN
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