**Professional Profile: Ching “Richard” Tse**

**SUMMARY**

Richard has 18+ years of experience in the IT field with the last 8+ years in project development as a Product Owner and Scrum Master. He has great experience in the Agile development process collaborating with various business product and development teams (onshore/offshore). He can facilitate Sprint planning, daily standup, and retrospective meetings. His technical skills include: JIRA, Mingle, Pivot Tables, SharePoint, AWS Cloud applications, SQL, JavaScript, XML CSS, and HTML5. Richard can easily jump in and have an immediate positive impact for any team and organization upon his arrival.

**TECHNICAL SKILLS**

JIRA

Mingle

Pivot Table

SharePoint

Confluence

UML

AWS Cloud Applications

SQL

JavaScript

XML

CSS

HTML5

**PROFESSIONAL EXPERIENCE**

**Nevada Tech Hub Feb 2018 – July 2018**

**Scrum Master and Product Manager (Remote)**

* Served as a technical product owner and scrum master in NMA Platform team
* Defined and prioritized the platform product roadmap, which included centralizing data transaction, security Access control, and file storage, with development teams to ensure that Agile principles were met
* Assisted the team in removing impediments by communicating internally and externally, improving transparency, and clarifying requirement with business owners
* Coordinated the product release schedule with internal application system teams and external clients
* Served as a liaison to coordinate technical requirements with third-party companies to publish or subscribe credit card payment application data (PCI)
* Discussed and confirmed data APIs with third-party teams to reduce burdens for the development team
* Guided the scrum development cycle as a scrum master by collaborating remotely team members
* Managed the story backlog and refined the user story to maximize productivity
* Remotely coached the development team with Agile skills to ensure that the development team was on the correct Agile course

**Expedia Inc. – Bellevue, WA and Shenzhen, China Oct 2013 – Jan 2018**

**Scrum Master and Product Manager**

* Served as a scrum master to manage the scrum backlog and maintain the product development roadmap to ensure alignment with the business strategy
* Coordinated with business owners and other stakeholders to gather requirements, and provide the development status and schedule
* Discussed with end users and downstream data service teams to clarify requirements and sync up data APIs
* Coordinated with both the web development and native APP development teams to release product features
* Reviewed all product requests and created the product backlog
* Broke-down requests to the Minimum Viable Product (MVP) for iterative development and delivery
* Facilitated Agile grooming meetings, planning meetings, daily standups, and retrospective meetings
* Served as a SME to clarify questions for development team members
* Ran scheduled product demos for stakeholders and obtained feedback for further product enhancement in user experience
* Managed "Test and Learn" experimental development and ran the product release for incremental delivery to business users
* Guided development teams in product innovation and pitch feature proposals from an engineering perspective to business owners to obtain feedback
* Improved the value of development team in development delivery and in product improvement from an engineering perspective

**JoinTech Development Ltd – Hong Kong Feb 2013 – Nov 2013**

**Project Manager**

**Client: UBS AG Wealth Management Division APAC (Hong Kong)**

* Assisted the APAC IT PMO Director to maximize the IT resources pool and be cost effective within the yearly budget
* Provided weekly and monthly resources report, and project cost and status reports to the top management team
* Prepared monthly resource capacity and cost burn down reports for the management team

**Project: Client Data Encryption Enhancement ($3.5 Million)**

* Aimed to upgrade the encryption process for all sensitive data in UBS Wealth Management APAC
* Involved in software and hardware procurement and evaluation, conducting testing, and coordinating with up and downstream teams of Wealth Management CRM Client Data System
* Participated in system design, development, implementation, and contingence plans
* Drove the project from beginning to end
* Managed the full releasing process with the system release team and business users

**Project: USA FATCA Regulation Compliance ($4.5 Million)**

* Collaborated with business and development resources to initiate and implement the project as a program manager
* Negotiated with stakeholders and business users to set the delivery schedule with limited development resource and rigorous regulation timeline from the U.S. government

**Project: Client Information Report and Notification Upgrade ($1 Million)**

* Coordinated with the business team and IT DEV team (Offshore) to upgrade the client reporting system to meet the latest auditing and local Tax rules in APAC countries
* Managed the UAT process and release schedule for Go Live to deliver a flawless product

**iSoftStone LTD – Hong Kong Jun 2009 – Feb 2013**

**Project Manager**

**Client: Nomura Securities (Ex-Lehman Brothers APAC Branch)**

* Led the Nomura BIS Back Office team to provide L2 and L3 support
* Served as a liaison point to coordinate all project deliveries that enhanced market regulation changes and system upgrades
* Setup and guided an offshore support team to provide L2 and L3 support for Back Office operations for APAC markets (Shanghai, HKG, Japan, and Singapore), including HKG, CCASS, Euroclear, Shanghai Clearing System, Reuters, Telekurs, and Bloomberg
* Developed the support scope, protocol, schedule, and resources

**Project: Bask Office System Upgrade**

* Setup a Biztalk server for data transaction for SWIFT message flow
* Involved in project initiation, requirement reviews, design, and development as a project owner
* Negotiated with business teams to ensure the delivery schedule and budget costs

**Project: Back Office System Hardware Upgrade**

* Initiated this project with stakeholders and managed the full delivery cycle
* Responsible for existing system evaluations, new hardware procurements and setups, application and data migrations, and testing
* Collaborated with cross functional teams to ensure that project delivery was on time

**iMedie Connection – Culver City, CA Feb 2007 – May 2009**

**Project Lead and Sr. Web Developer**

* Initiated, oversaw, and coordinated multiple projects (rich media websites, social network [SNS], online publishing, and a blog) throughout their lifecycles
* Involved in various stages from strategic planning to application deliverables
* Coordinated resources, budgets, requirements, the delivery schedule, and postlaunch support
* Drove the creative direction of product development
* Collaborated with creative director, technical team, and account executive
* Developed and implemented the project specifications, scope, logical and physical design, and delivery and maintenance plans

**Verilogix Ltd. – Torrance, CA Oct 2005 – Jan 2007**

**Development Lead**

* Collaborated with the UI design team and business sales team to collect system requirements and business functionalities in CRM
* Involved in the full system development life cycle and development of the three-tier system
* Leveraged the CRM system to monitor all potential clients’ responses to marketing emails and to optimize response time for sales opportunities
* Evenly distributed sale leads to the sales team
* Responsible for project management, which included project initiation, scheduling, budgeting, and hiring

**ETS Pulliams Co. Ltd. – Redlands, CA May 2003 – Oct 2005**

**Sr. Developer**

* Led a team of five programmers to develop online education management
* Involved in the object-oriented design process to build a three-tier application
* Coordinated with peer development teams to ensure a seamless system implementation

**EDUCATION/CERTIFICATIONS**

**MS in Management Information Systems**

Texas Tech University – Lubbock, TX

**Project Management Training Certification**

California State University – Dominguez Hills, CA

Certified Scrum Master and Product Owner