

# KRISTEN (THI HA GIANG) PHAN

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LinkedIn: <https://www.linkedin.com/in/kristenphan/> | GitHub: <https://github.com/kristenphan/>

## BACKGROUND

- Kristen graduated Cum Laude with a MSc degree in Business Information Technology (Defense topic: Augmented Reality Implementation Framework; Supervising company: Accenture Netherlands).
- Previously, she worked as an advisory consultant in the U.S., including her time with Ernst & Young U.S.

## TECHNICAL SKILLS & KNOWLEDGE

- Certifications: Google IT Support ([URL](#)), Google Compute Engine ([URL](#)), Google Kubernetes Engine ([URL](#)), AWS Cloud Practitioner Cloud Quest ([URL](#)), Software Design & Architecture ([URL](#)), Software Product Mgmt. ([URL](#)).
- DevOps tools: Azure DevOps (CI/CD), AWS CloudFormation (infra-as-code).
- Languages: JavaScript, Python, Java, SQL, Spark SQL.
- Other tools: AWS Lambda, AWS API Gateway, AWS S3, AWS RDS, AWS DynamoDB, AWS IoT Core, AWS CloudFront, Jira, Visual Studio Code, Android Studio, Automation Anywhere (Robotic process automation).

## EDUCATION

**MSc in Business Information Technology**, University of Twente, Netherlands (Cum Laude)

February 2023

**BA in Accounting**, Texas Tech University, U.S.A. (Summa Cum Laude)

December 2018

## PROFESSIONAL EXPERIENCE

**Accenture Liquid Studio | Graduation Intern | Netherlands**

July – January 2023

- Formulated an implementation framework for guiding the design, development, and deployment of Augmented Reality (AR) applications.
- Implemented and deployed a WebAR prototype on a serverless AWS architecture using Azure DevOps' CI/CD pipeline and AWS CloudFormation.

**Abbott | Low-code Automation Intern | Netherlands**

February – May 2022

- Mapped business processes and developed low-code automation solutions using a robotic automation tool called Automation Anywhere.

**Ernst & Young (EY) | Financial Services Advisory Consultant | U.S.A.**

January – December 2019

- Conducted analysis across 10+ automation capabilities to help expand EY's Intelligent Automation services.
- Assisted in a current state/ future state assessments for banking processes.

**Texas Tech Small Business Development Center | Business Consultant | U.S.A**

June 2017 – December 2018

- Assisted clients in developing business plans with capital ranging from thousands to millions of U.S. dollars.

## PROJECT WORK

**WebAR Prototype – A Web-based Augmented Reality Application**

- Implemented an AR application to monitor the health of house plants using IoT and machine learning.

**An Attack Tree and Mitigation Strategy for a SaaS Provider Based on Hacker Profiles | [URL](#) or LinkedIn's Featured**

- Identified different hacker profiles based on motives and potential attack vectors against different network/ systems vulnerabilities using MITRE framework. Presented mitigation techniques on a network topology.

**Sharing App – A Multi-User Android Application | [URL](#) or LinkedIn's Featured**

- Implemented a Java application w/ remote storage (ElasticSearch) that allows users to loan their belongings.

**A Case Study on Achmea's Underwriting Workflow Automation | [URL](#) or LinkedIn's Featured**

- Designed a roadmap for automating the underwriting workflow of Achmea, a Dutch insurance company.

**A Case Study on Digital Twin for Flood Management Using Kadaster Graph Database | [URL](#) or LinkedIn's Featured**

- Proposed a smart city Digital Twin use case using Dutch Land Registry Agency's graph database.

**Modeling Enterprise Architecture Using TOGAF and ArchiMate | [URL](#) or LinkedIn's Featured**

- Modeled baseline/ target arch. and implementation/ migration plan for a fictional manufacturing company.



Dienst Uitvoering Onderwijs  
Ministerie van Onderwijs, Cultuur en  
Wetenschap

*From register participants in education*

CERTIFICATE

# WO Master Business Information Technology

OBTAINED BY

**Thi Ha Giang Phan**

Born on January 8, 1993

ISSUED BY

Universiteit Twente  
Enschede, February 6, 2023

T.H.G. Phan

**Subject:** Transcript of records - 2616874  
**Date:** 21-02-2023 09:59

Degree programme	Degree	Full time/part time	Degrees	Specialisation
Master Business Information Technology UT-VISA	- AA	F F	M 06-02-2023 Cum Laude	BIT-MS-IMEA

### Grades Master

European Credits

Course	Name	Date	Grade	Credits	Category
192320111	Architecture of Information Systems	25-06-2021	8.0	5.0	
TOETS-0	Presentation, Project, Report, and Exam	Weighting 100	25-06-2021	8.0	
192340101	Implementation of IT in Organizations	18-04-2021	9.0	5.0	
TOETS-0	Exam & Assignments	Weighting 1	18-04-2021	9.0	
192376000	Business Case Development for IT-project	23-06-2021	8.0	5.0	
TEST 0	Tentamen & (groeps) opdracht(en)	Weighting 100	23-06-2021	7.8	
192376500	Business Process Integration Lab	27-01-2022	8.0	5.0	
TEST 0	Exam / Assignments	Weighting 100	27-01-2022	8.0	
192399979	Final Project BIT	06-02-2023	9.0	30.0	
TEST 1	Final Project	Weighting 100	06-02-2023	9.0	
194105070	Inform.Systems for the Financial Service	12-04-2021	8.5	5.0	
TOETS-0	Exam & (group) assignment(s) and Lab rep	Weighting 100	12-04-2021	8.3	
201200044	Managing Big Data	01-02-2022	7.0	5.0	
TEST 0	Written exam, Assignment	Weighting 100	01-02-2022	7.0	
201300058	Research Topics BIT	12-10-2022	8.0	10.0	
TEST 1	Assignment, Paper	Weighting 100	12-10-2022	8.0	
201300059	Internship BIT	16-09-2022	8.5	20.0	
TEST 0	Assignment	Weighting 100	16-09-2022	8.5	
201400174	Data Science	04-02-2022	7.0	5.0	
TEST 0	Project	Weighting 100	04-02-2022	7.0	
201400277	Enterprise Architecture	09-11-2021	8.0	5.0	
TEST 0	Written exam, Case	Weighting 100	09-11-2021	8.0	
201900119	E-Strategizing	27-10-2021	8.5	5.0	
TEST 0	Exam & Assignment (s)	Weighting 100	27-10-2021	8.5	
202000027	Enterprise Security	02-02-2022	8.0	5.0	

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Course	Name		Date	Grade	Credits	Category
<i>TEST 0</i>	<i>Combination of tests</i>	<i>Weighting 100</i>	<i>02-02-2022</i>	<i>7.9</i>		
202000028	Smart Industry Systems		19-07-2021	8.5	5.0	
<i>TEST 0</i>	<i>Test</i>	<i>Weighting 100</i>	<i>19-07-2021</i>	<i>8.5</i>		
202000029	Empirical and Design Science Research		29-03-2021	8.5	5.0	
<i>TEST 0</i>	<i>Exam</i>	<i>Weighting 100</i>	<i>29-03-2021</i>	<i>8.3</i>		
<b>Total</b>					120.0	