KRISTEN (THI HA GIANG) PHAN

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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.