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Versatile in business and technology strategies. Experienced in agile planning and execution (Scrum). Performer of change implementation, project portfolio management and crafter of low code business automation.

**Experience**

**Visa Inc** | Project Portfolio Consultant 12/8/21 – Present

* **Project Portfolio Consultant**: management of project portfolio activities. Consultant to business partners for better understanding of how to support their goals.
  + - Ensure portfolio strategy is executed, project resources are assigned, and reporting is accurate.
    - Create/update process flows and communication templates to standardize portfolio management processes.
    - Collaborate with partners to implement process improvements.
    - Build solutions to demo as proof of concepts.
    - Perform UAT testing to ensure functional requirements are met.
    - Process automation:
  + Reconciliation of project status for portfolio grooming and refinement of the demand backlog.
  + Handling of past due/pending engagement requests.
  + Build workflows to send requirements to Project Managers.
  + Enable visibility of illogical business conditions to improve business continuity and resilience.

**Wells Fargo** | Implementation Consultant (8 years) 3/17/14 – 10/20/21

(Contract) 10/28/13 – 3/14/14

* **Implementation Consultant**: consultant to business teams impacted by policy, system and process changes. Acquire leadership support of change management implementation amid competing enterprise priorities.
  + - Develop Change Management plan including intakes to identify scope, requirements, tech solutions, and impact assessment.
    - Provide communication plans of upcoming changes and perform postproduction validation.
    - Document deliverables and progress status reporting.
    - Coordinate end-user testing, obtain and documentation system access and navigation, QA test scripts and production issue resolution.
    - Work with Scrum teams and business SMEs to remediate defects and determine interim solutions when necessary.
    - Design training and business adoption plans, facilitate team orientation of systems.
    - SharePoint site administration, automate content backup of document libraries and lists for multiple sites. Content and access management and perform solutions consultation.

**Interim Role**

* **Scrum Master**: coach and servant leader to Product Manager and developers, guide them to self-organize and sustain high output of product development.
  + - Coach team and other stakeholders to adopt agile, build relationships to transform business culture towards future state product delivery processes on and offshore.
    - Eliminate development impediments through Scrum pillars: transparency of product to stakeholders, enable immediate product inspection, and adapting product functionality based on feedback.
    - Partner with stakeholders to mitigate/eliminate dependencies and prioritization of minimum viable product.
    - Coach team in rehearsal for Sprint Reviews to present completed products.
    - Track work development and trending for risk monitoring and issue resolution.
    - Conduct Scrum ceremonies for process improvements feedback through retrospectives.
    - Coach team members who have opportunities to improve strengths and leveraging expertise from teammates.
    - Design of process to aid business partners in their training and procedural changes.

**Interim Role**

* **Project Manager**: manager of project impacting technology and business processes.
  + - Developed project plan, monitor milestone progress. Escalate and resolve issues.
    - Managed change requests including sizing/prioritizing, approvals and release schedules.
    - Facilitate requirements gathering, review with business SMEs and project team to document artifacts.
    - Provide guidance to handle issues impeding development lifecycle.
    - Identify work-around for scope creek. Develop long-term strategy/solution to eliminate gaps.
    - Coordinate project processes and business implementation, enablement of user adoption.

**Ameriprise Financial** | Administrative Assistant (3+ years) 1/18/11 – 10/24/13

(Contract) 3/15/10 – 1/17/11

* **Admin Assistant**: business support to Technology Infrastructure teams (1 VP and 9 Directors w/teams).
  + - Conduct onboarding and orientation for new employees.
    - Inventory management of department hardware and software.
    - Subject matter expert for onboarding process improvement and change implementation.
    - Piloting and testing for SharePoint and Outlook deployment.
    - SharePoint project coordination, communications strategy, and status tracking.
    - Document training content and conduct training classes.
    - Training administrative staff.
    - Deskside support to technology and business VPs and their teams.

**Accomplishments**

**Visa Inc**

* Reduced number of projects not started/on hold.
* Improved operational efficiency through process improvement and business automation.
* Created new and updated existing project portfolio management training.
* Enabled department expansion of strategic roles/responsibilities.

**Wells Fargo**

* Designed and implementation of Change Management maturing operational processes.
* Enabled retirement of a legacy systems by reduction of 600+ reports down to 100+ and implemented reporting platform.
* Implemented check request system and updated processes (Checkwriter Replacement Project).
* Led the implementation process across Capital Markets for compliance to perform data retention of key business practices (Home Mortgage Disclosure Act Project).
* Project managed delivery of a web application to prepare tens of thousands of mortgage loans. This enabled meeting the CFPB requirements to improve ease-of-use/consuming of mortgage disclosure information.
* Led implementation and postproduction command center for incident management. Enabled system and process adoption.
* Developed and managed governance process for stewardship of 250+ business processes and maintenance of metadata.
* Designed/development of training guides of 4 mortgage/trade information systems: LPO, CORE, LIS, and TDCS.
* SharePoint site implementation and administration across multiple teams including automation of site content backup.
  + - Coordination of team site migration from 2007 to 2013 platform.

**Ameriprise Financial**

* Coordinated implementation and business adoption of SharePoint 2010.
  + - SharePoint site implementation for Business Management Office and Technology Infrastructure business lines.
    - Consulted business teams of SharePoint solutions and architecture of team sites.
* Coordinated migration from Lotus Notes to Outlook 2007, then to 2010.
  + - Trained business and technology teams on Outlook.
* Improved onboarding process so that new hires were productive with equipment, desk, and security access on day one.

**Education/Awards**

* Certified Scrum Master (CSM ID 754974 | Scrum Alliance expires March 2024).
* ITIL V3 Foundations Certification (Association of Project Managers Group).
* Certified Associate in Project Management [CAPM | Project Management Institute (PMI)].
* SharePoint site administration (Ameriprise Financial and Wells Fargo).
* Team Excellence Award winner for Windows OS Conversation and Reportable Data projects (Wells Fargo).

**Computing Competency**

* [Intermediate] understanding of web development (HTML, CSS). [Basic] understanding of Apache, GitHub, and JavaScript.
* Jira (Atlassian: issue tracking and product development).
* Microsoft: 365, Excel, Outlook, Power Automate, SharePoint, Teams, Visio.
* TechSmith SnagIt/Camtasia