

# Victor Lam

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LinkedIn: <https://bit.ly/388OwUA> | GitHub: <https://bit.ly/3Ddw3nN> | Portfolio: <https://bit.ly/3Dctr9X>

Over 10 years of IT software development experience in frontend, backend, project management, and team management. Strong requirement analysis and result-driven development agile life cycle.

## Technical Skills

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Frontend: HTML5, CSS, JQuery, Javascript, Bootstrap, ASP, PHP, VB.Net, C#

Backend: Microsoft SQL, MySQL, MongoDB, Express, ReactJS, Node

## HTC RMA System

Software Developer

- Develop and maintain manufacture in-house repair system
- Responsible to maintain and develop NA system process
- Responsible API design and development REST service for external data integration with mobile carrier
- Responsible for managing SQL Server and developing SQL queries and stored procedure and SQL performance tuning
- Tools/Languages: ASP, PHP, SQL, C++

## Work Experience

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### Alibaba Group (U.S.) Inc. (<http://www.alibaba.com>)

2018/05-Current

*IT Manager*

Bellevue, WA

- Responsible for entire North America IT team operations and managing help desk team
- Redefined Overseas IT service team from policy procedure, guideline, SLA, Service mode and the result of highest overall user end-user satisfaction in operation team
- Standardized office infrastructure matrix to optimize budgeting, ROI, and user experience across the board
- Defined the M&A IT integration procedure and checklist to reduce integration complexity
- Data-driven on the measuring IT performance and strategy on IT plan
- Generated saving in excess of 30% of IT budget by restructuring operations and consolidating IT contracts

### Beyondsoft Consulting Inc. (<http://www.beyondsoft.com>)

2016/06-2018/05

*Senior IT Manager*

Bellevue, WA

- Implemented an incident management and escalation system and process
- Defined standard network architecture for all larger and mid-size offices and improve IT service reliability
- Significantly restructured internal processes eliminating duplication of efforts, better budget control, highest quality resources selection, and more.
- Optimized delivery and enhanced visibility on all aspects of the project.

### HTC America (<http://www.htc.com>)

2007/04-2016/06

*Software Developer/ Senior Programmer Analyst/ IT Manager*

Houston, TX/ Seattle, WA

- Manager a team of 4 regional IT help desks, Network, System and Business Applications
- Managing 7 remote offices and 1 data center in North America Region
- Responsible API design and development REST service for external data integration with mobile carrier
- Responsible for managing SQL Server and developing SQL queries and stored procedure and SQL performance tuning

- Calibrate region business requirements to align with Global SAP deployment on programming analysis, testing, and end-user training.
  - Responsible for data analysis and transform data into the dashboard by business requirement
- Achievement
- HTC President Award 2014
  - HTC Global Best Employee

**Directron.com (<http://www.directron.com>)**

2005/3- 2007/4

*Front end developer*

Houston, TX

- Responsible for developing, troubleshooting & debugging existing program
- Develop dynamic web advertisement tool for website portal and newsletter using PHP and MySQL
- Developed real-time products inventory level and location tracker to reduce order error and improve warehouse operation performance
- Developed a module to integrate with multiple channel parties and dynamically update pricing to online stores to generated better online traffic and competitive pricing

**Education**

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University of Houston	2009-2011
Master of Science in Computer Information Technology Systems	
Dallas Baptist University	2003-2005
Bachelor of Science in Computer Science with minor in Management	
University of Washington	In-progress
Coding Boot Camp Certification	

**Languages**

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Fluent in English, Chinese Mandarin, and Chinese Cantonese