

Ming Man "Victor" Lam
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CAREER SUMMARY

Over 10 years of IT industry experience in various areas of IT operations, Infrastructure and helpdesk services. Enabling technology to business operations and improve end user satisfaction.

SKILLS

Technical

- Vendor Negotiations
- Staff Mentoring
- Project Management, Change Management, Budget Management, Vendor Management
- ROI and RFPs
- Policies and Procedures
- SLAs and KPIs
- Technical Architecture

Interpersonal

- Highly motivated and fast/effective learning skills
 - Maintain great relationship with the team with an "always willing to help" attitude. Peer feedback is highly positive
 - Well-developed leadership, teamwork and customer service skills
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EXPERIENCE

IT Manager

2018- Current

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

Senior IT Manager

2016- 18

Beyondsoft Consulting Inc. (<http://www.beyondsoft.com>) – Bellevue, WA

- Implemented an incident management and escalation system and process
- Define standard network architecture for all larger and mid-size office and improve IT service reliability
- Significantly restructured internal processes eliminating duplication of efforts, better budget control, highest quality resources selection, and more.
- Reduced manual steps by automating functional testing and deployment process.
- Optimized delivery and enhanced visibility on all aspects of the project.
- Main point of contact for escalations, working closely with multiple stakeholders to remove impediments.
- Responsible for resource management and team building.
- Strengthened help desk relationship between the end user and the external business partner.
- Managing US data center using virtualization and SAN technology (VMWare, NetApp)

IT Manager

2012- 2016

HTC America (<http://www.htc.com>) – Bellevue, WA

- Manager a team of 4 regional IT help desk, Network, system and Business Applications
- 2 remote office deployments during period of rapid growth and managing 7 remote office and 1 data center
- Deployed new systems including: SAN/NAS file storage, disk-to-disk enterprise backup solution and complete disaster recovery plan and procedures, PBX in all locations with VoIP implementation and voicemail, help desk application, asset tracking/inventory management, secure 802.11 wireless LAN including Radius authentication server.
- Administer 500+ Windows/ Mac/ Linux clients and 150+ servers within 8 office locations and multiple home users.
- Windows 2000/2003 Enterprise Active Directory and group policy configuration, management, and security.
- Maintain system stability and security utilizing tools, such as Microsoft's WSUS, Microsoft System Center, and WhatupGold.
- Consolidated and streamlined network and telecom carriers resulting in \$90,000 annual savings
- Reduced operations budget by 37% in three years.

Senior Programmer Analyst

2007- 2013

HTC America (<http://www.htc.com>) – Bellevue, WA

- Managing repair center shop floor application development and optimization utilizing PHP, JavaScript, ASP, C#, .Net and VB

- Responsible API design and development REST service for external data integration with mobile carrier
- Responsible managing SQL server and developing SQL queries and stored procedure and SQL performance tuning
- Calibrate region business requirement to align with Global SAP deployment on programming analysis, testing and end user training.
- Responsible for data analysis and transform data into dashboard by business requirement

Front end developer

2010- 2012

Directron.com(<http://www.axiontech.com>)

- 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 integration with multiple channel parties and dynamically update pricing to on-line store to generated better on-line traffic and competitive pricing

PROGRAMMING/ DEVELOPMENT SKILLS

2007-2010

- Languages: C++, ASP.NET, VB.NET, VB, C#, JavaScript, PHP, HTML, JQuery
- Applications: MS Visual Studio.NET, Notepad++, SharePoint, InfoPath, SharePoint Designer
- Database Systems: Microsoft SQL Server, Oracle 8, PostgreSQL, MySQL
- System: Windows server, Exchange, SAN, VMware, HyperV,

AWARDS

2007-2007

- HTC President Award 2014

HTC Global Best Employer

2006-2007

• EDUCATION

University of Houston

Houston, Texas

2010-2011

- Master of Science in Computer Information Technology Systems
- GPA 3.9

Dallas Baptist University

Dallas, Texas

2011-2013

Bachelor of Science in Computer Science with minor in Management

LANGUAGES

2014

Fluent in English, Chinese Mandarin and Chinese Cantonese