

Allen M.H. Chang
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Summary:

- Energized and results-oriented Project Management Professional with over 15 years' comprehensive product development and vendor management experience with HW manufacture (Foxconn, Gemtek, Askey, CTDI), SW Outsourcing (Wipro, Tata, iTaas) and Agile SCRUM SW Iterative Development teams in fast-paced and quick changing environments. Received Exceed Expectation for outsourcing management.
- Specialized in supporting business objectives and ongoing operations with Telco, Cable product SW development management for UI/UX interface & billing systems, OSI Transport & Network layer API library, and daily operation management of product delivery, deployment, services with project progress, product streams integration and project EVM and KPI dashboard metrics. Received appreciation letters for program management from AT&T, Comcast, JCOM (Japan) and SARFT (China).

Certifications:

- 1. Project Management Professional (PMP # 1624392)**
- 2. Certified SAFe Agilist (Scaled Agile # 08458789-5480)**
- 3. Certified Scrum Master (CSM # 592835)**
- 4. Certified Scrum Product Owner (CSPO # 592835)**
5. Trained with the completion of all Six Sigma Green Belt, quality process training and examination

Professional Experience:

Cardinal International, Atlanta, GA

Release Manager

08/2016 to Present

Project / program management to global wireless device manufacturer serving as primary point of contact for client's U.S. customers to stabilize the volatile requirements, understand the gaps between product requirements and product release. Managed requirement clarification, price negotiation sessions, and sync-up of outsourcing vendor delivery schedule to customer's master schedule. In charge of on-site project progress weekly with Kanban maps, and coordinate project status and schedule for multiple global teams via Microsoft Project Server. Manage a cross-functional team of 16 engineers covering projects of 12M contract value.

Responsibilities:

- Introduced and initiated Daily Scrum meeting, Sprint planning meeting and SW release meeting to assist development team by cleaning the impediments, support Product Owner to group Sprint Backlog with developers' commitments, and review the integrated system solution with product management team for product releases
- Helped client teams and customer teams to accept Agile product development processes to clear out customers' and client's confusion, fears of uncertainty during each SDLC phase with additional well-maintained project KPI, EVM and ROI for business judgement and financial forecast
- Supported customer to select release candidates integrated from multiple product streams for on-site friendly or acceptance tests

- Developed communication strategy to update on-site project progress status, proactive issue correction plan and risk mitigation plan to senior management team, and project stakeholders

Technicolor USA, Inc., Indianapolis, IN

Project Manager / Agile Scrum Master, Product Owner

06/2014 to 07/2016

Responsible for process standardization initiative implementation at Technicolor. Reduced resource reallocation planning time by 30% and decreased all outsourcing project costs by 16% in two consecutive years (2015-2016). Successfully completed Comcast XB3 Gateway development in hybrid processes of Waterfall and Agile methodologies. Due to successful results with Agile methodology, gained responsibility for Project Management process standardization with new version of SDLC (ETM-3A) and Big Data Analytics platform (PRPM) for R&D project transition from Waterfall to Agile SCRUM and Kanban. Provided process training and support to all project teams. EVM based project performance in 2015 led to an exemplary year-end review of “exceeded expectations” at Technicolor. Managed cross-functional teams of 26 engineers and projects worth 15M contract value.

Responsibilities:

- Waterfall Development Methodology for project with predictable requirements
- Agile SCRUM Development Methodology for project with chaotic requirements
- Agile Outsourcing SCRUM Master and Engineering Release Management
- Project Management Process Standardization, Coaching and Mentoring. It includes ...
 - Agile Outsourcing and KPI Dashboard Processes setup
 - Agile Outsourcing Planning with JIRA system data modeling
 - Agile Project SOW development and project pricing negotiation
 - Agile Cost and Resource adjustment with updated prioritization chart
 - Agile Backlog / Resource Burndown Chart tracking and reprioritization
- Change Control Board (CCB) chairman for requirement change evaluation and reprioritization
- Risk and Mitigation monitoring and evaluation with Cost Control Matrix
- Monitoring and Control design and execution for projects in the program
- Original Design Manufacturer (ODM) Management
- Diversified experience in managing and executing each phase-gate of both traditional Waterfall and Agile Iterative System Development Life Cycle (SDLC) frameworks
- Key Performance Index (KPI) Variance Analysis and Key Performance Drivers identification
- Earned Value Management (EVM) project management evaluation report with the information of ...
 - Up-to-day project value we earned from each project dollar we spend
 - New estimation of cost to complete the project on time based on project performance

Cisco Systems, Inc., Lawrenceville, GA

Sr. Engineering Program Manager / Release Manager

09/2010 to 04/2013

Led SW Development and Product Delivery cross-functional teams of 31 engineers across off-shore SW Development, Product Management, Quality Control, Tech Support, Services and Manufacturing for the projects of IPTV and OTT projects. Leadership of AT&T IPTV Self-Diagnostic SW Deployment reduced AT&T service truck rollout by 80% and No-Problem-Found product return rate to repair center by 90%.

Motorola, Inc., Horsham, PA
Senior Program Manager, International

03/2001 to 09/2010

In charge of International Program Management Services (IPMS) to support project management services to all Motorola product lines. New technology development project planning, execution, quality assurance, delivery and installation. Supported products with HW, SW issues identification, risk mitigation activities and weekly progress review. Completed SW upgrades and HW parts cycling replacement. Fixed all issues without interrupting service delivery. Successfully retained Japanese major account and received reward PO of \$18M to grow account by 25%. Managed a cross-functional teams of 38 engineers and the projects of 40M.

CISCO/Scientific-Atlanta, Inc., Atlanta, GA
Program Manager, Asia-Pacific / Computer Science Engineer

05/1995 to 02/2001

Product delivery, installation and deployment management with customized features in China and North America. On-site HW and SW product support until product service quality met customer satisfaction. Completed 2000+ earth stations installation with satellite DAMA and Cable Digital Broadcast and Distribution System deployment in 24 months. Received appreciation letter from Adelphia Communications and follow-up 22M PO. Managed a system installation team of 200 engineers and the projects of 30M.

Education:

- M.S. Applied Mathematics and Computer Science - University of Georgia, Athens, Georgia
- B.S. Applied Mathematics - Fu-Jen Catholic University, Taipei, Taiwan

Tools and Applications:

- Project Management Issue Tracking – JIRA, HPQC, ClearQuest, RequisitePro, TIMS, CDETS
- Agile Configuration System
- Product Development Methodology / SDLC: ETM-3A, CPDM, M-Gate
- Resource Portfolio Management: PRPM, ProjectNetXE, Agile Information System
- Software Version Control Tools: GIT, ClearCase, CSDL
- Essential Data Control Systems: MS SharePoint, EDCS
- Open Source Management: iPCentrol, COSI

Language:

- Chinese (Mandarin, Taiwanese) – Read, write and speak at professional level.