

Pei-yu Chen

Santa Clara, CA
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Analytical, detail-oriented project manager with 9+ years of international IT project experience; passion about using technology to improve work efficiency. A visionary leader with excellent interpersonal skills to communicate effectively with people at all levels. A dynamic individual with unique mix of technical background, project management skills and customer service experience; driving project from concept to delivery with business goals in mind. A proven self-starter who can succeed in complex, multi-disciplinary technology projects in the multicultural global environment, PMP certified, fluent in English and Mandarin.

Willing to relocate to: San Diego, CA - Portland, OR

WORK EXPERIENCE

Project Manager (Contract)

Robert Half - San Ramon, CA -

July 2018 to Present

- o Lead cross-functional teams to complete corporate website updates.
- o Facility process improvements as the company going through re-organization.

Director of IT

PMI - San Francisco Bay Area Chapter -

November 2015 to Present

- o Worked with executive team to evaluate applications best suited for chapter operations and consolidated tools to simplify operations and cut cost by 40%.
- o Lead cross-function teams through chapter website and email migration to ensure painless transition in one weekend.

Program Manager (Contract)

Google LLC via Accenture - Sunnyvale, CA -

November 2017 to July 2018

- o Oversee end to end localization process for 6 products, from initiation to delivery. Enhance operational process and utilize proprietary cloud application to increase project efficiency by 30%.
- o Drive program strategy and implemented quantifiable quality matrix to identify area for improvements.

Senior Project Manager (Contract)

PMI - San Francisco Bay Area Chapter - San Jose, CA -

December 2016 to May 2017

- o Lead language teams in 6 Asia Pacific offices to deliver on average 300 projects per month that exceeded client's demanding expectations.
- o Conducted monthly forecast and budget for the account with average monthly revenue of \$90,000. Improved monthly billing and invoicing process using PowerQuery for Excel to reduce workload by 50%.

Founder

Detour Activity Consulting Firm - Taipei -

January 2012 to November 2016

- o Fostered sales and marketing strategy to increase business visibility by 40% in the first 6 months.
- o Designed products and built operation process from the ground up. Implemented online booking, payment, and forms to streamline business operations.
- o Acted as the customer service focal point. Achieved 4.5 out of 5 star customer satisfaction rating on TripAdvisor.

Consultant

Atos International Taiwan Ltd - Taipei, TW -

August 2010 to December 2011

Taipei, Taiwan

Technology Solutions (August 2010 - December 2011)

- o Directed enterprise conferencing mobile app project in major telecommunication company. Engaged with clients and built rapport to ensure effective communication and progress reporting.
- o Collaborated with clients and vendors to define project objectives and goals. Lead 2 third party vendor teams with total of 20 members to implement the solution.
- o Enforced quality assurance processes, project documentation and managed requirement changes to successfully deliver project on time.

Project Manager

TÜ V Rheinland Taiwan Ltd - Taipei, TW -

January 2008 to July 2010

Taipei, Taiwan

Project Management Office (January 2008 - July 2010)

- o Implemented Project Management Office in 1 year. Influenced stakeholders to buy in on lean project management guideline tailored to the organization values, enabling close alignment between project objectives and strategic business goals.
- o Lead cross-functional teams to roll out enterprise level SAP Portal. Streamlined project activities across 7 offices in Europe and Asia to achieve successful project delivery.

- o Directed technical projects through development lifecycle involving requirement analysis, stakeholder and relationship management, risk management and user acceptance testing.
- o Rewarded twice within 1.5 year for exceeding proficiency in 2 years.

Project Leader

International Integrated Systems, Inc - Taipei, TW -

June 2005 to December 2007

Taipei, Taiwan

Software Globalization Department (June 2005 - December 2007)

- o Managed project requirements, allocated project resources and delivered project results that exceeded clients' expectations.
- o Handled projects for Lexmark, Intel, Seagate, IBM, Sun, Symantec, HP, and Microsoft; 10+ projects simultaneously.
- o Identified, analyzed, and troubleshoot issues encountered during project cycles.
- o Awarded twice and promoted once for performance excellence in 2 years.

Tools:

- o MS Project, MS Office, MS Excel, MS Visio
- o SharePoint, G Suite, Asana, Trello, JIRA, WebEx, GoMeeting
- o Keynote, Pages, Numbers, Radar
- o Windows and Mac operating systems

EDUCATION

Bachelor in Applied Information Systems Technology

Northern Alberta Institute of Technology - Edmonton, AB

2002 to 2004

Associate

Seattle Central Community College

2000 to 2001

SKILLS

Project Management (8 years), Program Management (1 year), Agile (4 years), Communications (10+ years), Customer Relationship Management (10+ years), Business Analysis (6 years), Cross-Functional Team Leadership (7 years), Systems Integration (4 years), Process Improvement (7 years), Strategic Planning (3 years), Team Management (3 years), Change Management (4 years), Software Development (2 years), Quality Management (4 years), Mobile (3 years)

CERTIFICATIONS/LICENSES

Project Management Professional (PMP)

Driver's License