

# Pangsua Vang

260 Wyndham Circle West, New Brighton, MN 55112  
(612) 850-8936 • pangsua26@yahoo.com

## SUMMARY

Experienced Project Manager / Scrum Master with extensive experience in a variety of industries. Proficient in working either on the Business or Technology side with internal partners, directly with clients and with vendors. Results-driven management professional with experience in leading application and software development processes and methodologies; deployment of complex technology to meet global markets and internal customer needs involving geographically distributed teams; and complex system interactions with aggressive delivery timelines and financial targets.

## PROFESSIONAL EXPERIENCE

### **Sr. IT Project Manager/ Scrum Master – IT Innovations & Operations PDO**

ALL SOURCE @ DELTA AIR LINES, Eagan, MN

SEP 2015 – APR 2020

- Management and servant leader of application scrum teams; responsible for multiple concurrent IT product categories, resource allocation/capacity, and all related project documentation, financials, and reporting.
- Primary liaison between the teams, product owners and stakeholders. Programs across Delta Air Lines Agile Product Categories (i.e. Crew, Catering and Technical Operations/Engineering) include:
  - Develop an advance native IOS mobile application (My Flight) to bring Flight Attendants in the moment training and support.
  - Build a new consolidated catering data lake sourced from multiple internal and external vendor systems to capture and identify data gaps and opportunities.
  - Three phased Demand Planning development and Risk Management: 1) Maintenance Planning IT Enhancements; 2) Upgrade of the core Operations Management Systems (OMS) application platform and operational enhancements; 3) Technology consolidation across all planning teams.
  - Enabled digital and manual work cards to facilitate real-time transfer of maintenance updates and statuses.
  - Implementation of Advanced Predictive Maintenance Tools to help reduce risks of unscheduled maintenance events due to chronic aircraft issues, component failure, maintenance program effectiveness and latency in diagnosing real-time aircraft faults.
  - Implementation of a project management tool to manage engineering projects to identify, monitor, improve and eliminate compliance risk issues and process inefficiencies.

### **Project Manager – Enterprise Project Management Office**

DIGITAL RIVER, Minnetonka, MN

APR 2014 – SEP 2015

- Responsible for leading enterprise-wide strategic programs across multiple product platforms and teams; ensuring international product and payment compliance.
- Worked to develop an integrated view of Digital River's Program Management Office from a project management practice to an Agile product development framework across people, projects, tools, and processes to drive insight across the organization.

### **Product Manager – Digital Solutions, Consumer Loyalty & Engagement, Incentives and Sweepstakes**

OPTUM HEALTH Golden Valley, MN

AUG 2011 – MAR 2014

- Served as the Incentives and Sweepstakes product subject matter expert. Built solutions to engage consumers in an ongoing relationship that empowers them to keep improving their health; increased participation by an average of 30%.
- Designed, developed, managed, and implemented client specific healthy engagement tactics for Optum Health Consumer Loyalty & Engagement incentives programs.

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## Consultant

JUL 2008 – AUG 2011

### **Project Manager/ Business Solutions Consultant – Wells Fargo & Company, Wholesale Strategic Technologies** INT TECHNOLOGIES, Minneapolis, MN

- Provided project management and analysis for integration and non-integration initiatives across five different program areas within the Wholesale Strategic Technologies Project Management Office.

### **Infrastructure Project Lead – Target Corporation, Database Technologies - SQL** HOLLSTADT & ASSOCIATES, Burnsville, MN

- Lead for full development and life-cycle experience of SQL Server database creation, upgrade, patching, and hardware refresh across Target Corporation, Headquarters, Distribution Locations and Target Stores.

### **Project Manager/ Sr. Business Systems Analyst – Ameriprise Financial, RiverSource** GENESIS 10, Woodbury, MN

- Provided analyst and integration requirements in support of the Technology – Messaging & Collaboration Work-stream within the RiverSource Asset PMO; focusing on the migration and integration of a new Messaging & Collaboration platform.

### **Project Manager/ Lead Analyst – Wells Fargo & Company, Enterprise Messaging & Collaboration** STRATEGIC STAFFING SOLUTIONS, Edina, MN

- Provided IT project management and analyst expertise on the retirement and provisioning of Wells Fargo's Enterprise SMTP legacy e-mail routing channels.

## **Clinical Project Manager/ Application Triage Consultant** UNITED HEALTH GROUP, Minnetonka, MN

APR 2005 – JUN 2008

- Managed the full lifecycle development of an enterprise-wide web-based application designed to reduce operational costs while improving satisfaction of a growing user base. Ensured achievement of monthly deliverables; including forecast to actual reports, performance to project schedules, and a variety of ad hoc reports and metrics.

## TOOLS | METHODS

Agile | Scrum | Kanban | Waterfall | JIRA | VersionOne |  
Confluence | PPM | Planview | Clarity | ServiceNow | HP  
Quality Center | Tableau | Business Objects | SAP

## EDUCATION | CERTIFICATIONS

- PMP Certification (pending exam to be scheduled)
- Full Stack Web Development, University of MN, Sept. 2020
- Certified ScrumMaster, #1072255
- International Relations B.A., University of MN, Dec. 2000

## MEMBERSHIPS

Scrum Alliance  
Project Management Institute

Additional information per request

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## FULL STACK WEB DEVELOPMENT CERTIFICATION

<b>The Browser</b> <ul style="list-style-type: none"><li>▪ HTML</li><li>▪ CSS</li><li>▪ JavaScript</li><li>▪ jQuery</li><li>▪ Bootstrap</li><li>▪ Materialize CSS</li></ul>	<b>Dev Tools</b> <ul style="list-style-type: none"><li>▪ Heroku</li><li>▪ Git</li><li>▪ GitHub</li></ul>	<b>Server Side</b> <ul style="list-style-type: none"><li>▪ Templating Engines</li><li>▪ Sessions</li><li>▪ Writing tests</li><li>▪ Node.js</li><li>▪ Express.js</li><li>▪ Creating APIs</li><li>▪ MVC</li><li>▪ User Authentication</li><li>▪ ORM (Sequelize)</li></ul>
<b>API Interaction</b> <ul style="list-style-type: none"><li>▪ APIs</li><li>▪ JSON</li><li>▪ AJAX</li><li>▪ Real Time Cloud Database via Firebase</li></ul>	<b>Databases</b> <ul style="list-style-type: none"><li>▪ MySQL</li><li>▪ MongoDB</li></ul>	
<b>Cutting Edge Development</b> <ul style="list-style-type: none"><li>▪ React.js</li></ul>		<b>CS Fundamentals</b> <ul style="list-style-type: none"><li>▪ Algorithms</li><li>▪ Data Structures</li></ul>