

# Pangsua Vang

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

## SUMMARY

Experienced Scrum Master/IT Project Manager 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

- Provide direction, leadership and support to project and scrum team members to ensure multiple concurrent IT product categories meet committed milestones and strategic results.
- Responsible for all aspects for the project/scrum including review and pre-approve all executed related documents; management and servant leader of scrum teams; responsible for allocation/capacity; accountable for all related financials including internal and external F/A and billables.
- Primary liaison between the teams, product owners and stakeholders. Programs across Delta Air Lines Agile Product Categories (i.e. Crew, Catering and Technical Operations) include:
  - Develop an advance native 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: 1) Maintenance Planning IT Enhancements; 2) Upgrade of the core Operations Management Systems (OMS) application platform and operational enhancements; 3) Technology consolidation across all 6 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 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 issues and process inefficiencies.

### PMO 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.
- Developed 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.

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

OPTUM HEALTH (UNITED HEALTH GROUP), 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.

## **CONSULTING**

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**

GENISIS 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 e-mail routing channels.

## **Clinical Project Manager/ Application Triage Specialist**

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.

## **EDUCATION & CERTIFICATIONS**

- Certified ScrumMaster, #1072255
- International Relations B.A., University of Minnesota, Twin Cities

Additional information per request