

# James Vo

☎ 408 693 9112 | @ pmjamesvo@gmail.com |  LinkedIn |  Portfolio | 📍 San Jose, CA

## Education

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**B.S. in Management Information Systems, Minor in Computer Science**

**GPA: 3.7**

*San Jose State University*

*Expected December 2024*

- **Coursework:** Data Structures & Algorithms, Object Oriented Design, Systems Analysis & Design, Data Visualization, Database Management Systems, Quantitative Market Analysis, Web Programming

## Work Experience

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**Okta** 

**San Francisco, CA**

*Technical Account Management Intern*

*May 2024 – Present*

- **Drove 27% increase** in Okta subscription renewals and **24% decrease in churn** by composing technical strategy documents of product feature adoption and best practices for 5+ customer accounts
- **Collaborated** cross functionally with Engineering & Product to compose technical strategy documents
- **Managed** customer relationships by **initiating** shadowing of 5 Technical Account Managers with accounts of **\$200K+ ARR** and combined **market cap of 1.5B+** within Salesforce & GainSight

**Cisco** 

**San Jose, CA**

*Project Management Intern*

*May 2023 – Aug 2023*

- **Delivered a 70% optimization** on excess part mitigation processes by **building and shipping** an internal **automated dashboard & analysis** feature to address **\$750+ million** of excess parts
- Built **cross functional** relationships with Product Ops and Engineering to **identify user pain points** with current processes, gather product requirements, to create a product requirement document
- **Yielded a 3.2% accuracy increase** of demand forecasting **AI** by designing a **new stream selection strategy** with a **mean-variance analysis** of a 300K+ dataset and measured results by **A/B testing**

**Jabil** 

**Fremont, CA**

*Project Management Intern*

*Jul 2022 – Aug 2022*

- **Accelerated digital transformation** of legacy enterprise resource planning system to new Critical Manufacturing **MES by 33%** by ensuring quality **data migration of 20000+** facility assets
- Assisted Software Development Manager by **analyzing user feedback** to **prioritize product features, sprints, & backlog**, created **product roadmap**, leading to a **25% improvement** in productivity

## Project Experience

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**SEMI Association** 

**Milpitas, CA**

*Software Engineer*

*Aug 2023 - Dec 2023*

- **Launched** a web application with Heroku to optimize **data gathering by 80%**; Implemented **API** endpoint for handling **JSON-format POST** requests & dynamic file hosting with **AWS S3** bucket
- **Directed team of 5** students to establish a data pipeline & **PowerBI dashboard** for environmental data of **3500+** Semiconductor Companies, allowing **data driven** decisions on SEMI regulations

## Technical Skills

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**Development:** Java, Python, SQL, JavaScript, HTML, CSS, Go, MongoDB, Express.js, React.js, Node.js

**Tools:** Agile, Confluence, Jira, Salesforce, Excel, PowerPoint, Github, AWS, Tableau, GenAI, API, Postman