



Mimi Vo
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HELLO!

I am a results-driven, passionate problem solver with 6 years experience with a focus in the client focused industry. I'm looking to take the next step in my career where I can leverage creativity, data, technology, empathy, and leadership to deliver value to customers.

LEADERSHIP

BoostTalk - Experian Toastmasters

- VP of Public Relations

Asian American ERG

- Organize events and spread awareness of cultural group

MCE Austin Event/Community Coordinator

- Organized offsite and onsite events
- Researched non-profit/charity organizations to enhance visibility of the company and give back to the community

EDUCATION

UT Austin | Mar '21 - Present
Full Stack Web Development

ACC | Feb '18 - April '18
Applied Project Management Certification

Le Cordon Bleu | Aug '11 - Jun '12
Culinary Arts - Culinary and Baking

ACC | Aug '10 - Jun '11
Business Administration

SKILLS / TECHNOLOGY

Jira, Confluence, HTML5, CSS3, Workfront, Microsoft Office Suite, Word Press, Adobe Photoshop, Post Up, JavaScript, jQuery, GitHub, Bootstrap, Express.js, Node.js, MySQL, PostMan, Organization, Creative, Self-Driven, Analytical, Problem Solver, Detail-Oriented

REFERENCES AVAILABLE UPON REQUEST

ROLES + OUTCOMES

• Client Implementation Specialist II

Experian - Austin, TX | Sep '20 - Present

- Configure and implement partner integrations with identity protection services and access to credit data meeting client standards
- Front end portal styling for new partner builds and emails
- Manage client requests from PMs and ADs for design and product updates post launch
- Document bugs, validate use cases through UAT to ensure quality and passes on hot fixes/code releases
- Communicate project updates and results of deliverables to stakeholders in a timely manner
- Develop and refine implementation processes and documentation
- Work with product and engineering in developing new products and user acceptance testing
- Proactively participate and contribute to product enhancements and knowledge sharing sessions

• UAT Analyst II

Experian - Austin, TX | Jun '19 - Sep '20

• UAT Analyst

Experian - Austin, TX | Jun '18 - July '19

- Implement client configurations on front-end software
- Perform regression testing on fixed bugs and newly developed products
- Identify and report software defects and errors in JIRA
- Aid development teams with monthly code releases & hotfixes across multiple environments
- Document and track issues using JIRA and CRS ticketing system
- Develop knowledge base and training documents in Confluence
- Investigate and troubleshoot client requests and issues
- Support cross-functional teams throughout a client's life cycle from the initial portal build to post launch client requests
- Perform testing and analysis of both the back and front-end platform configuration for clients
- Track and document CSID owned and Co-brand In-Membership to ensure compliance to industry standards

• Customer Care Supervisor

Experian - Austin, TX | Jan '17 - Jun '18

- Oversee a team in the handling of ID theft cases through all phases
- Identify, analyze, and solve call center system and call issue trends
- Implement and monitor progress of system changes
- Assist the completion of projects in production and development stages
- Managed team for the implementation of new builds, processes, and system enhancements
- Create and define written processes for new hire onboarding
- Develop training materials and trained teams across multiple centers
- Coordinate offsite volunteers & onsite events for Austin contact center

- **Restoration Investigator**

CSID - Austin, TX | Jan '16 - Jan'17

- Analyze full and non-credit client profiles for fraud prevention cases
- Communicate and represent clients
- Maintain a high level of customer service
- QA test new processes for internal systems
- Work collaboratively with Technical PM's to ensure quality builds
- Research and develop training materials

- **Customer Care**

CSID - Austin, TX | Feb '14 - Jan '16

- Manage quality of escalated spreadsheets, tickets and disputes
- Analyze, review and identify fraud within client case
- Find and dispute with third party inaccuracies
- Solve to determine credit/identity fraud and prep client restoration