

# WING CHOI

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## Professional Summary

Experienced Service Operations Manager and Team Manager with over 20 years of IT management expertise in leading technical and support teams in high-pressure, customer-facing environments. Adept at problem-solving, adaptation to new technologies, and global collaboration. Proven abilities in delegation, Agile project management, and customer service, resulting in the successful management of million-dollar digital technology platforms and significant cost reductions. Known for global experience, team development, innovative problem-solving, and strategic collaboration.

**Software | Technical Skills:** JIRA | Jenkins | Bitbucket | Ansible | JavaScript | Splunk | Linux | Windows

## Professional Experience

**PRUDENTIAL FINANCIAL** - New Newark, NJ

**October 2022 - September 2023**

**VICE PRESIDENT | OPERATIONS MANAGER (APPLICATION SUPPORT/RELEASE MANAGEMENT/QA TESTING)**

- Led the seamless operation of 11 marketing brochure websites, ensuring round-the-clock support, conducting root cause analysis, and implementing preventive measures to minimize urgent priority 2 issues.
- Transformed monthly production issue count from mid-20s to low single digits, significantly enhancing website reliability.
- Managed a diverse global QA Team spanning locations in Brazil, the USA, and India, overseeing software defect detection, release validation, and automated testing.
- Coordinated comprehensive load testing to optimize website performance and user experience.
- Orchestrated the global release process by liaising with stakeholders and external support teams, meticulously preparing and executing release plans while ensuring adherence to defined timelines and quality standards.
- Proactively identified areas for improvement in application support and quality assurance processes, implementing best practices and innovative solutions to enhance website reliability and reduce operational issues.
- Successfully implemented strategies to prevent the reoccurrence of critical issues, further enhancing system stability.
- Collaborated closely with cross-functional teams to promptly resolve complex technical issues, fostering a culture of teamwork and problem-solving.

**BANK OF AMERICA | MERRILL LYNCH** - New York, NY

**July 2005 – February 2022**

**DIRECTOR | OPERATIONS MANAGER FOR RATES ELECTRONIC TRADING**

- Oversaw the automation of digital technology platforms across franchises, optimizing business resources and driving deliverables.
- Mentored and developed digital technology engineers and developers within agile teams.
- Managed personnel, including hiring, performance, and compensation management.
- Resolved high-level conflicts and program issues, negotiating with senior management to ensure expectations and timelines were met.
- Owned and managed digital solutions across business agile teams, delivering customer-focused experiences.

- Developed an online platform to improve system performance and efficiency, reducing costs.
- Implemented Agile processes globally, enhancing process stability and audit resolution.
- Collaborated with CTO infrastructure organization to maintain global infrastructure, delegating work to India's center of excellence.
- Worked with Business and Quantitative Analysts to drive platform visions and roadmaps.
- Managed and mitigated risks across various eTrading platforms.
- Orchestrated major global application and infrastructure changes for stability and security.
- Built the Operational Management team from scratch while maintaining low attrition rates and high engagement.
- Achieved annual savings of approximately US \$3.5 million in vendor payments and US \$2 million in hardware and licensing costs.

**CREDIT SUISSE - New York, NY**

**April 2002 – July 2005**

**VICE PRESIDENT | MANAGER OF CONTROL AND CHANGE MANAGEMENT TEAM**

- Led the Control and Change Management team, enhancing development, QA, deployment, and support processes.
- Mitigated risks across different digital technology platforms through proactive business partnerships with global risk leads.
- Delegated work to cross-functional agile teams to ensure objectives were met efficiently.
- Served as a subject matter expert in digital technology, driving platform visions and roadmaps.
- Partnered with Infrastructure and SDLC Project Teams to align processes with standards.
- Coordinated the TK Izumi Garden Move for Prime Trade and Edo, migrating over 50 Futures exchange line handlers to production.
- Optimized IT costs and expenses by managing budgets and driving cost allocations across various LOBs.

### **Additional Relevant Experience**

**JP MORGAN CHASE - New York, NY**

**CONSULTANT | EQUITIES TRADING FLOOR SUPPORT FOR SENIOR MANAGERS**

**MERRILL LYNCH - New York, NY**

**VICE PRESIDENT | MANAGER OF GLOBAL EQUITIES PRODUCTS SUPPORT GROUP**

**DEUTSCHE BANK AG - New York, NY**

**VICE PRESIDENT | EQUITIES TRADING FLOOR SUPPORT MANAGER**

### **Education and Certification**

**Bachelor's degree in engineering (BE) – Electrical Engineering | City College of New York, New York, NY**

**Web Development Bootcamp | Columbia University School of Engineering, New York, NY (est 3/2024)**

**Certificate – Scrum Master, Professional Scrum Master I | Scrum.org**

**AWS Certified Cloud Practitioner**

**AWS Certified Solutions Architect Associate**

**Certified SAFe 6 Agilist**

**Certified SAFe 6 Architect**

**ITIL 4 Foundation Certification in IT Service Management**