

TINA S. KAO  
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Summary of Experiences:

**Teaching related** - She has joined and became a Chinese teacher at George Mason High School since 2006. Since then, as Chinese language is a new Foreign Language at GMHS, Falls Church, she has taken on initiatives to promote and enhance the Chinese language and cultures at GMHS. In two years, she has led a China exploration tour and established the very first China Exchange in Falls Church, and lead the group of students to China for exchange in 2008. She led the tour and program in terms of planning, proposal approval, and all involved coordination. She has hosted the very first China Exchange program and received these students from Nanning GuanXi, China. In addition, she promoted and enhanced many Chinese cultural events. She takes on many initiatives to promote Chinese cultures in Falls Church community. In addition to teaching and exchange, as International Club sponsor, she has hosted many International events and invited local cultural organizations for many assemblies. During weekend, she also teaches in Rockville Wooten High school for the Chinese heritage kids. She is the lead for the pinyin program, which is the program she helped and built since five years ago. She likes to work with students and promotes/provides a meaningful experience for these students that will enrich their understanding of Chinese cultures

**IT related** - Ms. Kao has more than 20 years of IT project management and development experiences in various industrial sectors, including telecommunication and Federal/State government projects. She has extensive experiences in managing large scale and mission critical IT development projects, which required broader project management skills, and be familiar with various development methodologies and process improvement. She demonstrated her capabilities and awarded with highest rated manager, when she served as a development manager at Equant, French Telecom. She has successfully executed one large scale of project plan and delivered it on time, on budget. In her previous project management position at AT&T, she obtained PMI Certificate while she was managing a project team. Consequently, it enabled her to manage three key elements (Talent, Technology, and Process) efficiently in corporate environment. At Equant, French Telecom, she has served many leading roles. She had been successfully built a QA test team and established self-improved standard process. She also served as *senior project manager* to manage more than twenty members and delivered the billing and ordering systems. Currently, she is a supervisor at Sprint, managing a development team of ten engineers, project managers, which includes project contractors, onsite staffs and other staffs geographically separated. In addition, she also helps and participates in many Sprint sponsoring events, like community services, coordinating local fund raisers in Reston VA. She initiates and takes on actions/duties in a timely efficient way. With her excellent project and program management experiences, and her earlier technical background in IT, she can manage projects and program in a most efficient way.

Education:

George Mason University, Education in Master program, VA 2006 - present  
Master, Computer Science, Old Dominion University, Norfolk, VA 1986-1988  
M.A., Business Management, National ChungHsing University, Taipei, Taiwan, 1986.  
B.A., Public Administration, National ChungHsing University, Taipei, Taiwan, 1984.

Professional Certificates:

Project Management Certificate program (PMI), AT&T  
Project Management Certificate program, Equant, French Telecom  
Quality management and process improvement, Learning Tree  
Certified Oracle DBA Master Program, ORACLE

Awards:

Equant Quarterly award – 2002  
Equant performance review – Three consecutive years of “outstanding” (1) rating, one  
“Exceed” rating.  
AT&T District award – 2000

Work Experiences: - Teaching related

George Mason High School, Falls Church VA – 7/2006 - present

She has joined GMHS since 2006 as Chinese language teacher. She also has taken role as sponsor for international club to support and sponsor the students in terms of after school activity. As Chinese language is a new FL program at GMHS, Falls Church, Ms Kao has taken on initiatives to promote and enhance the Chinese language and cultures. In two years, she established the very first China Exchange in Falls Church, and lead the group of students to China for exchange. She led the tour and program in terms of planning, proposal, process and all involved coordination. In addition, she promoted and enhancement many Chinese cultural events. She takes on many initiatives to promote Falls Church community to know more about Chinese cultures. As INTL club sponsor, she has hosted many INTL events and invited local cultural organizations for a assembly. During weekend, she also teaches in Rockville Wooten High school for the Chinese heritage kids. She is the lead for the pinyin program, which is the program she helped and built since five years ago.

Work Experience – IT related

Sprint, Inc, 7/10/2006 – 3/27/2009, supervisor

She is a supervisor at Sprint, managing a development team of ten engineers, project managers, which includes project contractors, onsite staffs and other staffs geographically separated. In

addition, she also helps and participates in many Sprint sponsoring events, like community services, coordinating local fund raisers in Reston VA. She initiates and takes on actions/duties in a timely efficient way. With her excellent project and program management experiences, and her earlier technical background in IT, she can manage projects and program in a most efficient way.

Equant Inc (French Telecom) 11/2000 – 5/2006 – SR. Development supervisor

Supervisor: Sherrie Khambata, Sprint (cell) 703.898.6643

Supervisor: Daniel Germain (cell) 703.623.7572

Supervisor: Benoit Mace 33 140 171165; [mace.benoit@bcg.com](mailto:mace.benoit@bcg.com)

Supervisor: Burkhard Koeder (703) 8863734; [bkoder@yahoo.com](mailto:bkoder@yahoo.com)

Supervisor: Leon Bernal (703)7144058; [leon\\_bernal@freddiemac.com](mailto:leon_bernal@freddiemac.com)

GOLD Ordering management development manager – As a development manager, she led two off-shores and one onsite CORE team to deliver the GOLD releases as per road-map. The responsibilities are to include but not limited to the vendor management, project management, development improvement and deliverables. During these two years of being as GOLD manager, she has successfully built the team and established the offshore model with core team, established the integration processes to align with the offshore team, implemented checkpoints in terms of processes improvement.

GOLD ordering management system QA manager – As QA manager of MSBS (Sale and Marketing system), she has been selected to lead and build an entire new QA team to manage the entire MSBS testing activities. The newly created team was built and processes were established within one month of appointment. She has created the defect management process, metric/KPI reporting process, and testing strategy for MSBS. She has successfully reported the QA KPI for GOLD, ALC, and CMS application on a release basis. During that time, she has successfully taken over the Webvision testing activities from France team.

BMP take over development project – As the manger of BMP take over project, she managed five developers in BMP take over implementation to replace and reduce the existing EHPT vendor development expenses. Hence, she has initiated a kick off meeting for all the parties involved and conducted a take over strategy and project plan to communicate the schedule and milestones to take over team. A progress and status were published across the team to ensure the objectives were met.

URT/Flexline Development and Handover – As the senior manager of URT/Flexline, She managed ten developers in developing the flexible and discounting engine within Sirius. In a very short time, she has conducted many development processes and utilized tracking tools to ensure the completion of deliverables in time. At the end of handover, she has conducted the handover plan and agenda for schedule and activities to ensure the both parties from A&D and IS&D have communicated and established mutual agreements.

AT&T BMD/NCS, Universal Account Management 08/98 – 10/2000 – Sr. Development Manager

Supervisor: Saradhi Vajja 7039022800; s\_vajja@hotmail.com

As a manager of Universal Account Management Project, she has managed a team of twenty engineers to design and develop the Object Oriented development application, an e-commerce IT solution with multi-tier architecture using BEA Weblogic. The whole development team was composed of two cells and each was responsible for different functional areas, including AT&T billing, account management and workflow management. As a development manager, her responsibilities covered all functional aspects, including day-to-day coordination, resource management, project management, and executing the development plan in a timely and efficient manner. The responsibilities also included attending various internal/external reviews and ensuring the various milestones for the model development were met.

AT&T ITS, Production Support Group 04/97 –8/98 - Production Support Manager

As a production support manager, she led a team of professional members to support various production tasks, such as installing ORACLE database and hot-site, and maintaining disaster recovering environments. She managed and coordinated the production schedule. In addition, she also assisted in monitoring and tuning the performance of production database components, and trending for capacity planning. She provided the cost and benefit analysis for the project analysis. Also, she participated in OPS/SRDF projects that interface with HP team member to implement the OPS parallel Server on HP cluster machine for CADM.

AT&T Solutions, System Integration Group: Pyramid Senior Technical Staff Member, 04/95 - 04/97

As a Pyramid Senior Technical Staff Member, she led a data warehousing team and participated in various client projects for evaluating of the integration of tools and building/testing application frameworks. She created the portion of the system integration Practice development environment which addressed the Data access layer of the common distributed object technology architecture. Her role included project management and extensive UNIX administration and database installation. She developed architectures and related frameworks to access data in a relational, distributed and object-oriented databases as well as the integration with data in legacy systems. She designed, built and tested a Data Warehouse for the Health Medical System and Chemical Database Support system from NIDA. She provided technical documentation and training materials for the data access layer tools and frameworks.

CBSI: Team Lead/SR. DBA, 04/93 - 05/95

As a team lead, she coordinated and managed the LAN Software development Group to perform LAN software development project, including project management and extensive software development. She performed the database administration tasks such as ORACLE security control and auditing; physical system tuning; set up the table space; set up the SQL\*Net on server and client workstation; created the stored procedures/packages, and database triggers for

the Imaging project database. She planned the regular database backup and the disaster recovery procedure for a 6x24 database system. She developed and designed a new Automatic FormR system using Object-Oriented methodology, and built the data model using ERWin case tool to build tables on both the ORACLE and Watcom server.

CBSI: SR. Database Management Specialist, 11/92 - 03/93

She served as a database management specialist in the QUALITY IMPROVEMENT Group, who maintained the TOXIC INVENTORY SYSTEM (TRIS) for the EPA public data branch office. She was responsible for the LAN and Mainframe based database design in development lifecycle. She developed an XBASE database application for the testing environment, conducted the unit and acceptance test plans. She performed the testing of system requirements, design documentation, and development plans and procedures in both PC LAN and mainframe environment.

Georgetown University: Senior Analyst, 8/90 to 11/92

She was a senior analyst and worked on the Employee Information System in Computer Information Division. The EIS handled payroll, insurance, and administrative systems for GU. She initiated a new project, in which she coordinated, developed and maintained a large scale (12000 records) software system for the payroll application. Her responsibilities included project management, extensive ADABAS/Natural and COBOL coding, interfacing and debugging. She created a new database for non-US citizen tax project and direct deposit, and was involved in the whole software development lifecycle. Also, she developed an application using PC/Focus, which was a new package bought from GU, to serve the end-user and application purpose. All her work was performed in an ADABAS/Natural database and PC DOS environment with VM/CMS, Complete, TSO facilities via IBM 3842 and PC/386.

Computer Data System, Inc.: Software Engineer, 6/89 - 8/90

She served as a software Engineer in U.S. Marine Corps Standard Accounting, Budgeting, and Reporting System (SABRS) project. The SABRS includes ten subsystems: Travel, Budget, Execution, General Ledger, Materials, Fund Control, Reimbursement, etc. As a lead programmer, she managed one of the subsystems, including task management and coordinate the project and responded for converting ADABAS to DB2, maintained systems modules, and tested programs in IBM 3084 (MVS) environment. She developed Natural 1.2/2.1 on-line/batch programs to load ADABAS files. For integration, she conducted unit, system, and user acceptance testing through JCL command language in IBM environment. She also maintained and analyzed various subsystem modules.

Unisys, (Calculon Corp.): Technical Support Analyst: 9/87 to 5/89

As a member of technical support analyst/database team, she served as a technical support analyst in National Aerospace Association, Business Data Systems Division project. She performed database administration, quality controls, and production support. She assisted

application development staff in solving problems and provided information for procedure inquires; supported database administration functions; installed and maintained ORACLE, ADABAS security; performed access control and processed work order turnover packages. All work was performed on ADABAS and ORACLE database environment.