XINYI TAN

Charlottesville, VA, 267-808-5049, yanyee.tam91@gmail.com

LINKS

LinkedIn

PROFILE

Experienced and curious IT professional with expertise in incident and problem management, initiative execution, service delivery, and operational support. Proven track record of leading cross-functional teams to deliver critical business solutions, enhancing performance resiliency, and improving stakeholder communication. Skilled in data analytics, problem-solving, and effective communication.

EMPLOYMENT HISTORY

Oct 2022 — Present

IT Incident Manager, Gallagher Bassett
Rolling Meadows, IL

- Directed major incident response strategy and drove major incident recovery by engaging and collaborating with cross-functional teams
- Managed urgent business communication and produced weekly reports of major incidents for senior leadership
- Developed an incident response guide to close knowledge gaps for internal technical teams
- Orchestrated the incident management process and ensured the completion of problem management
- Streamlined communication between technical teams and non-technical stakeholders

Feb 2020 — Oct 2022

Sr. Software Engineer, RBC Wealth Management
Minneapolis, MN

- Managed a SaaS app migration from on-prem infrastructure to AWS cloud and communicated deliverables to cross-functional stakeholders
- Designed and constructed visual reports of business insights through data analytics
- Accelerated major incident resolution by engaging and communicating with stakeholders through proactive monitoring and data analytics
- Spearheaded corporate SRE initiatives and engaged in the latest tech stack changes

Jan 2018 — Jan 2020

Technical System Analyst, RBC Wealth Management
Minneapolis, MN

- Collaborated on tech currency projects and business initiatives to ensure the resilience of performance impact
- Implemented APM monitoring with Aternity and Dynatrace
- Enhanced observability by integrating PagerDuty and Kibana
- Designed and constructed analytics dashboards and collaborated with cross-functional teams, clients, and vendors to identify issues
- Managed on-prem servers by participating in Disaster Recovery exercises and analyzing server logs

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EDUCATION

Sep 2016 — Dec 2016

Certification, Hackbright Academy
San Francisco, CA

- Mastered 12-week full-time coursework: Python, Javascript, PostgreSQL, Git, HTML/CSS, Unix, API
- Independently developed a full-stack web app from scratch in 3 weeks

Aug 2010 — May 2014

BBA in International Business, Temple University
Philadelphia, PA

Honors: *cum laude* (GPA 3.6), Beta Gamma Sigma Honor Society

Study Abroad, Temple University Japan Campus, Tokyo, Japan (Spring, 2013)

SKILLS

Problem-solving	Stakeholder communication
Cross-functional collaboration	Incident and problem management

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LANGUAGES

Mandarin	Highly proficient	**Japanese**	Working knowledge
Cantonese	Native speaker		