Son Tran, PMP
Technical Project Manager

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SUMMARY

Technical Project Manager with 15+ years of experience leading implementations in Aerospace, Healthcare, and Consumer Electronics. Adept at managing complex projects, aligning cross-functional teams, and delivering business-critical solutions within budget and timeline. Combines deep expertise in Project Management with a strong understanding of User Experience design and a passion for leveraging Virtual Reality technologies to drive innovation.

SKILLS

Core: Project Management, Vendor Management, Stakeholder Management, Cross-Functional Leadership, Policies & Procedures, Request for Proposal (RFP), Contract Negotiation, Executive Communication, Microsoft Project, Waterfall SDLC, Agile, JIRA, Monday.com, Smartsheet, Market Analysis, Market Trends & Insights, Compliance
Technical: Figma, Wireframing, Microsoft SQL Server, Java, JavaScript, Docker, Virtual Machines, Microsoft Visio, Big Data, Hadoop, Spark, Miro, User Research, UX Design, Virtual Reality Accessibility, Artificial Intelligence, ChatGPT

EXPERIENCE

Easterseals Southern California (Veritas Search Group)   Apr 2024-Present
Technical Project Manager   Long Beach, CA

- Led research, requirements gathering, analysis, AI-driven prototyping, and vendor scoring for a $300,000 Phase 1 RFP to launch an external video-based educational platform.
- Directed a cross-functional team of 12+ from T-Mobile, Movius, and Easterseals Southern California to deploy a $258,000/year MultiLine iOS app, enabling 561 associates to securely send encrypted texts and calls while ensuring 2024 compliance.
- Organized an AI Subcommittee with IT Security, Compliance, and IT leadership to evaluate employee AI usage, enhance data usage policies, and define the optimal future state of enterprise AI implementation.
- Directed a Bring Your Own Device initiative to establish a new stipend reimbursement policy, update compliance policies, and finalize IT Security configurations for Mobile Application Management deployment.
- Developed Project Management Office best practices by creating key project documentation templates, testing Smartsheet designs, and mentoring junior staff.
- Secured $250,000 in funding to develop an AI Voice Assistant Agent which streamlined manual data entry by extracting voice data into Salesforce.
- Facilitated evaluation of several Marketing technology vendors in selecting Birdeye ReviewsAI and ListingsAI to enhance marketing processes with Agentic AI agents.
- Completed several key contracts for Salesforce, Provisio, Birdeye leading to an annual savings of $19,000 a year.

Hewlett Packard (Mphasis)   Sep 2021-Aug 2023
User Experience Project Manager   Long Beach, CA

- Managed UX, Product, and Development teams to redesign user experiences for Hewlett-Packard Customer Service websites, desktop applications, and React Native mobile apps.
- Facilitated the design lifecycle process with User Experience Designers to enhance digital support platforms.
- Standardized the design process and deliverables by creating a customized approach based on Design Thinking and Double Diamond methodologies.
- Collaborated with Everest Group to identify design barriers, critical success factors, and practical methodologies for continuous improvement in design approaches.
- Mastered Monday.com to develop end-to-end project intake processes, align boards with Design Thinking, and programmed custom automations to streamline daily operations.
- Led Design Reviews with cross-functional teams, including UX Designers, Strategists, Product Managers, vendors, and department heads, to ensure designs delivered business value.

Molina Healthcare   Aug 2011-Sep 2021
Technical Program Manager   Long Beach, CA

- Managed interdisciplinary teams to deploy a predictive modeling solution for 1.8M members across nine states, delivered within budget.
- Presented strategic planning initiatives and scheduled project timelines to ensure alignment with business goals.

- Supervised Health Insurance Marketplace testing by coordinating cross-functional teams, including IT development, QA, product development, business management, user acceptance testers, vendors, and stakeholders.
- Coordinated database setup, backups, and refreshes by executing detailed project plans.
- Collaborated with vendors on APIGEE upgrades, SOAP to REST API conversion, and Microsoft Azure Cloud migration.
- Implemented an enterprise-wide SAAS compliance system (Inovaare) with modules for legal contracts, policies and procedures, corrective action plans, and key performance indicators in a fast-paced environment.

EDUCATION

Northeastern University   Sep 2003-Aug 2008
Bachelor of Science Management Information Systems & Management   Boston, MA

University of California Irvine   Jan 2018-Jun 2018
User Experience Design Certification   Irvine, CA

University of California Los Angeles   Apr 2024-Dec 2024
Application Programming Certification   Los Angeles, CA