

Devin Ho

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EDUCATION

Allegheny College

Bachelor of Science in Computer Science, Economics

Meadville, PA

May 2021

University of Pittsburgh

College in High School – Computer Science, Accredited Dual Program

Pittsburgh, PA

June 2017

EXPERIENCE

Capgemini

Quality Engineer and Testing Consultant

Houston, TX

February 2022 – Present

- Performed automation testing in ThousandEyes for web tests to review real-time performance data, alerts, and analytics
- Gathered requirements from the user's perspective to reduce ambiguity and communication gaps to define test scenarios, execute test cases, report defects in JIRA, and conduct User Acceptance Testing (UAT).
- Streamlined business solutions by solving incidents end-to-end in 15+ front and backend systems utilized in the TMT industry including Amdocs, Cherwell, UCM, Oracle SQL, Postman, and Insomnia.

UPMC

Scrum Master

Pittsburgh, PA

July 2021 – December 2021

- Owned the road map for project managers and Scrum Masters in Azure DevOps to improve the overall structure of team
- Facilitated Scrum ceremonies to consolidate the goals of the development team and reinforce Agile methodologies
- Generated a Sprint analysis report with metrics of productivity for each newly concluded sprint using MS office

Winner Partners

Web Development Intern

Pittsburgh, PA

June 2020 – May 2021

- Collaborated with business partners in the requirements process to implement a full-featured product within 2 months
- Redesigned aesthetics and functionalities of the website to launch leadership consulting and executive search services
- Utilized SEO techniques to increase website traffic and other related performance metrics by 125%

Best Buy

Microsoft Sales Consultant

Pittsburgh, PA

October 2020 – March 2021

- Drove a positive customer experience by providing appropriate O365 solutions and increasing gross sales by 200%
- Engaged customers by finding not just the solution but adding value to their experience beyond the requirements
- Demonstrated product knowledge of each individual product's specifications and the differences between them

HP Inc.

Technology Intern

Palo Alto, CA

June 2020 – July 2020

- Explored technology in core business areas including gaming, 3D printing, software, data analytics, and sales
- Specialized in data analytics and data science using JMP software to solve business problems related to HP products
- Immersed in design thinking with the chief engineer and his team to create innovative solutions to various problems

Mozilla

UI Designer Intern

Meadville, PA

January 2020 – March 2020

- Developed 5+ Python apps for Mozilla's Responsible Computing grant to increase mindfulness of programming ethics
- Prototyped high-level applications to demonstrate the causes and effects of design using Marvel and Figma
- Attended national conferences with the university team to promote our projects such as PyCon

LEADERSHIP & INVOLVEMENT

Association for Computing Machinery (ACM) Allegheny Chapter – Officer

August 2018 – May 2021

HONORS & AWARDS

Harvard Business School (VVM) Scholar

June 2020

Allegheny College Bruce R. Thompson (CBE) Financial Literacy Challenge Winner

December 2019

CERTIFICATIONS

PSM-I (Professional Scrum Master) – Scrum.org

March 2022

Atlassian JIRA – Coursera

May 2022

AWS CCP (Certified Cloud Practitioner) – Amazon (in progress)

TBD