**Krista J.U. Zhu**

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### SKILLS

* **Technical Skills:** Business/Requirement Analysis, Software Implementation, Professional Service, Project Management, Oracle & SQL Database, Network Administration, Government Enterprise Software, SharePoint, workflow Analysis. Data Mapping, Crystal Report Specification Development, Power BI, Basecamp, MS Office Suite
* **Languages**: English, Mandarin, Cantonese

### EDUCATION

**UC Berkeley Extension** *San Francisco, CA*

Project Management Professional Training

**San Francisco State University** *San Francisco, CA*

Bachelor of Science in Management Information Systems

### EXPERIENCE

**City of Oakland, planning and building department** *Oakland, CA*

***Business Analyst IV / Project Manager*** *Jan. 2017 – Feb 2019*

* Analyzed proposed project management regulations and developed implementation plans, working closed with department representatives, ensuring compliance and on-time delivery
* Directed issue resolution and managed risk for policy changes driven by task re-prioritization, maintaining budget compliance
* Engaged with 100+ end users on day-to-day operations for Accela Enterprise government software, resolved issues and enhanced customer satisfaction with prompt and suitable solutions
* Developed reports for senior leadership and staff, providing visibility on key initiatives and maintaining stakeholder support
* Accela Automation Enterprise administrator for Building and Planning departments

**Accela, Inc.** *San Ramon, CA*

***Program Manager | Solutions Architect | Professional Service*** *Jan. 2012 – Nov. 2016*

* Created best practice standards and implemented complex enterprise solutions for deploying software, resulting in accelerated and on-budget delivery
* Managed and delivered new Environmental Health solution module ahead schedule, saving hundreds of hours of expense
* Trained/coordinated projects with 12+ offshore resources and business partners, increasing profitability
* Provided user stories, script scenarios, business requirements, and crystal report specification requirements for BPT development offshore teams
* Collaborated with 7+ agencies (agencies (CA Coast Commission, City & County of San Francisco, City of Oakland, City of Livermore, Temple City, Hillsborough County), to identified business (workflow analysis/diagram, data mapping, script and report specifications) for successful implementations configurations, resulting in rapid and stable software deployments

**Netech Consulting Services, LLC** *Cerritos, CA*

***IT Consultant*** *Oct. 2008 – Dec. 2011*

* Maintained/troubleshot Windows server Exchange server 2010, Active Directory and Print server for contracted companies/clients, strengthening customer relationships/satisfaction
* Conducted security audits and updated software packages

**Achievo Corporation** *San Ramon, CA*

***IT Administrator*** *Sep. 2006 – Sep. 2008*

* Maintained/troubleshot Active Directory, Windows 2003 Server, Exchange 2003 Server, Print Server, VPN Server, Security Server, and telephony system
* Provided desktop support to 2,000+ users worldwide and managed IT knowledge base

**Accela, Inc.** *Dublin, CA*

***Sales Support Engineer / IT Support*** *Nov. 2000 – Aug. 2006*

* Partnered with sales professionals to develop custom event manager and demonstration scripts
* Maintained LAN/WAN and Help Desk support for Microsoft Windows 2000/2003 domain servers and client workstations (2000/XP) for offices globally