

# JIMMY ING

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## EDUCATION

University of California, San Diego (UCSD),

September 2009-June 2013

- Major: Joint Mathematics and Economics (B.S.)
- Minor: Japanese Studies

## SKILLS

- Detail/Goal/Deadline Oriented
- Analytical Abilities
- Problem Solving Skill
- Multi-tasking/Triage Skills
- Communication Skills
- Microsoft Office (Word, Excel, Outlook, Access)
- SQL/SQL Server
- Git/Git Bash
- .NET/C#
- Regex
- Excel PowerQuery/VBA
- JSON Path/JavaScript
- Batch Files/PowerShell
- AutoIt

## WORK EXPERIENCE

Independent Consultant

July 2017–December 2017

*Project/Automation Consultant*

- Quality assurance and refinement of HTML/CSS/JavaScript & C# code blocks.
- Conversion of manual workload to automated tools through the use of AutoIt and Powershell.
- Oversee projects and create adjustable timelines in order to reduce waste and create cohesion.

ZirMed Inc. – Culver City, CA

July 2015–May 2017

*QA Production Analyst/QA Engineer*

- In depth knowledge of P4P, PQRS, and GPRO incentive programs and HEDIS Measure Specifications; allowing for the creation of automated programs with a 100% on time, correct submission rate for annual reports.
- Project Lead and Sole QA Engineer validating the ZirMed Assurance of Quality (ZAQ) tool written in the .NET reducing project completion time from an estimated 24 months to 16 months; 33% (8 months) ahead of schedule.
- Sole ZAQ Test Creator creating 700+ QA test programs to effectively reduce manual QA time from 40+ hours to a 20 minute runtime, replacing manual QA process and creating 12,000% increase in efficiency.
- Lead, manage, and developed Defect Case Escalation Workflow on Salesforce reducing defect case creation by 44% by using Lean and Six Sigma ideologies.
- Project Lead and Sole QA Engineer for SouthWest measure processing tool; reducing measure creation timeline from 4,800 hours(10 employees, 3 months) to 160 hour workload(2 employees, 2 weeks), 3,000% increase in productivity.
- Automation of client's reports using Excel Power Query and Powershell for 100% on time delivery.
- Automation of QA C&U Reports using Excel Power Query reducing workload time from 25 hours to 15 minutes; increasing efficiency by 15,000%

Sunland Shutters Inc. – Long Beach, CA

October 2013–July 2015

*Web Order Designer*

- Quickly mastered the custom in-house application, TBS, which utilizes both Java and SQL to store/generate orders.
- Manage the web order system with over 10,000 orders per annum with a 99.9% accuracy rate.
- With minimal supervision, improve daily efficiency of processing shutters from 10,000 SQFT. to over 12,000 SQFT.
- Worked with IT to reproduce and troubleshoot compatibility errors on the Sunland Shutters website.
- Work closely with dealers to custom design shutters to meet specific needs using a variety of tools.

UCSD Pines Residential Dining – La Jolla, CA

October 2010-April 2012

*Food Handler III/Lead Shadow*

- Frequently assisted colleagues during rush periods to foster/promote teamwork while providing exceptional service.
- Closed registers and completed daily cash reconciliations along with writing a daily reflection of consummation.
- Gained valuable experience cooking and preparing large quantities of food by following detailed recipes with no supervision.

## CERTIFICATION

Lean Management Simplilearn Training Program 20 hour Completion Certificate

Bartending & Responsible Alcohol Service Certificate

LEAD (Licensee Education on Alcohol and Drugs) Training Program Certificate

## PROFESSIONAL REFERENCES

**Dan Farino**  
ZirMed Inc.  
Consultant  
(310)948-2207

**Arienne Fernandez**  
ZirMed Inc.  
Account Manager  
(562)213-3854

**Helen Do**  
ZirMed Inc.  
Senior Manager, Project  
Management  
(626)216-2513