

Darren Chen

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WORK EXPERIENCE

Verizon Walnut Creek, CA 2/2021 – Present

Telecommunications Engineering Data Analyst

- Responsible for Quality Control of OSP Engineering and Construction Data and supporting documents.
- Support Managers with Data Quality Reports (Complex data reporting covers varying disciplines which include **Invoicing**, Engineering, Inventory, Public Infrastructure, Vendor Score-Carding).
- **Accomplishments:** Completed 2021 Q1 Quality Control Report which resulted in a \$1M+ revenue credit that is reinvested for capital projects.
- Applications and tools used: 3GIS, CoFEE, Tableau, DDT, Tableau, Google Earth, QGIS, and Python.

Mitchell J Architecture, Inc. San Diego, CA 3/2020 – 09/2020

Job Captain

- Responsible for Construction Plans, GIS datasets, city-wide fiber engineering, and cost analysis.
- Set meeting agenda and host weekly deployment calls with the client. Gathered customer requirements, and responsible for quality of deliverables to the client.
- Developed Quality Management Systems as needed: training documents, check sheets, reference materials, and designed Quality Control processes.
- Organized CAD Drafting team and Civil Engineering vendors to meet production requirements and deadlines.

CHC Consulting, LLC. San Diego, CA 06/2019 - 3/2020

Application Support Specialist

- Responsible for Administration of: MS Dynamics for Finance & Operations, Sharepoint, Salesforce, and Supported Tier 2 tickets on Jira Service Desk.
- Salesforce Administration duties: create and configure reports and dashboards, troubleshoot complex configuration and code issues, communicated business requirements with development team, performed sandbox testing, and support bulk data manipulations.
- Microsoft Dynamics 365 Finance And Operations duties: bulk data load, troubleshoot data integration issues, user permissions management, training development for end-users, and Tier 1 administrators.

CHC Consulting, LLC. San Diego, CA 08/2015 - 06/2019

Telecommunications Outside Plant Engineer

- Responsible for OSP and ISP Engineering for new Fiber optic cables.
- Improved product quality and customer approval rate by organizing a document control system to track various production best-practices including local permit and regulatory requirements.

American Red Cross San Diego, CA 2011 - 2015

Armed Forces Caseworker

- Duties: under HIPAA and DoD guidelines, process and report emergency financial assistance cases for US Service Members, and performed emergency loan risk assessments.

EDUCATION

San Diego Mesa College San Diego, CA 12/2013
GIS Certificate

Achievements:

- Recognized on the Dean's List for Academic Excellence. GPA: 3.69
- First Place Award for Analytical Research Project at the [Mesa College Research Symposium 2015](#).
- Coursework includes: Java, Statistics, Python, ArcGIS, and Database Fundamentals.

University of California - Irvine Irvine, CA 03/2008
B.A. Sociology

- Coursework includes: Introduction to Programming (C Basic), Statistics with SPSS, Technical Writing.

CERTIFICATIONS & SKILLS

Certifications:

- | | | |
|------------------------------------|------------------------|-----------|
| ● Certified Quality Engineer (CQE) | ASQ | 2020 |
| ○ ASQ Certificate Number 105005 | | |
| ● "SQL for Data Science" | Coursera.org | 2020 |
| ● GIS Certificate | San Diego Mesa College | 2013 |
| ● Emergency Medical Responder | American Red Cross | 2019-2021 |

Skills:

- **Software Development Principle:** Agile
- **Programming Languages:** SQL, Python, and Java
- **Operations:** Microsoft Dynamics 365 for Finance And Operations, SharePoint, Jira
- **CRM:** Salesforce (Administration)
- **Dashboarding:** Sitetracker, Google Sheets, Microsoft Excel Online
- **Data Quality and Administration:** Excel, Microsoft Azure Administration
- **Data Analytics:** SPSS
- **Data Collection:** SharePoint, Microsoft Flow, Google Forms
- **Project Management:** Microsoft Project, P6 Primavera, Atlassian Kanban Board
- **Engineering:** AutoCAD, ArcGIS, QGIS, ENVI (Remote Sensing), FiberPlanIT (equivalent to 3GIS)
- **Operating Systems:** Windows, Linux

COMMUNITY SERVICE

San Diego Sheriff's Department - Search and Rescue Division

Technical Rescue Team Member 04/2017 – Present

- Sworn Duty: To search for lost subjects, and to deliver emergency first aid according to local EMS guidelines.
- Responsible to maintain proficiency in the use of rope rescue systems.
- Public Trust Security Clearance.