

KZ

Kevin Zhao

IT Application Manager

IT application manager with 10 years of experience overseeing full lifecycle software implementations and system upgrades. Expert in agile delivery, enterprise platforms, and stakeholder alignment. Skilled in optimizing application performance while reducing costs and downtime.

Contact



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Portfolio



Seattle, WA 98101

Education

Bachelor of Science (B.S.) in
Computer Science

University of Washington, Seattle,
WA | May 2013

Bachelor of Science (B.S.) in
Information Systems

University of Massachusetts Boston,
Boston, MA | May 2009

Professional Experience

APPLICATION SERVICES MANAGER | PINE RIVER LOGISTICS, SEATTLE, WA
MARCH 2018 – PRESENT

- Managed suite of 42 internal apps supporting operations, HR, and supply chain across 80+ locations
- Consolidated three legacy systems into a single Systems, Applications, and Products (SAP) solution, reducing licensing fees by 980,000 annually
- Achieved 99.95% system uptime in 2023 by deploying automated monitoring tools and updating patch workflows
- Collaborated with finance and HR leaders to roll out employee self-service portal used by 11,000 staff

SENIOR SYSTEMS ANALYST | VELOCITY DATA GROUP, BELLEVUE, WA
AUGUST 2013 – FEBRUARY 2018

- Led cloud migration of document management platform, cutting storage costs by 42%
- Created standardized change management process, reducing bug-related outages by 63%
- Mentored junior analysts, two of whom advanced into application leadership roles