

CHUNG I. CHANG

PROFESSIONAL PROFILE

Strategic-minded business professional with proven track record of successful sales, project, and operational management.

PROFESSIONAL EXPERIENCE

**OFFICE OF AEROSPACE DEVELOPMENT COORDINATOR
STATE OF HAWAII DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT & TOURISM
Honolulu, HI / July 2018 to Current**

- Plan, implement, evaluate aerospace-related programs developed and/or conducted through the State of Hawaii Office of Aerospace Development.
- Establish and maintain a collaborative working relationship with businesses, research centers, federal and state agencies, educational institutions, and other government and private entities to promote aerospace partnerships among government, academia, and industry.
- Prepare briefing papers, reports, public educational materials, and news releases to support Hawaii's aerospace goals and activities.
- Coordinate legislative activities to include preparing legislative bills, resolutions, testimonies and testifying in legislative committee hearings and sessions.
- Establish and maintain program documentation and contract files to include procurement, department, and contract files.
- Be part of the department team for state emergency response coordination.
- Principal Investigator for PISCES contract with RCUH.

**BILLS RESEARCHER, Committee on Ways and Means
HAWAII STATE SENATE / Honolulu, HI / December 2017 to May 2018**

- Manage several concurrent projects under strict legislative session deadlines. Identify and track revenue generating bills and legislative measures with appropriations through the legislative session.
- Research, analyze, and interpret statutory language, reports, and testimonies. Communicate with appropriate stakeholders, subject matter experts, and state agencies for further research and information.
- Prepare oral and written reports and summaries on findings for the committee for internal use or to communicate it to the public.

OWNER/CONSULTANT

CIC CONSULTING / Honolulu, HI / July 2014 to Current

- Operate a consulting business focusing on business acquisition and start-up, financial analysis and forecasting, business process improvement, and labor management.
- Provide human resources function to include staffing, compensation, and training.
- Provide general accounting function to include accounts payable, accounts receivable, and payroll.
- Prepare and execute business contracts with local, mainland and international vendors and state and federal regulatory agencies on behalf of clients.
- Coordinate advertising and marketing through print, television and social media.

OWNER/MANAGER

FRESH AHI OFF THE BOAT / Honolulu, HI / July 2015 to Current

- Analyze sales and engage in ways to promote the business.
- Manage social media accounts, including Instagram, Facebook and Yelp. Launch campaigns through social media.
- Maintain high standards of food quality and customer service.

MANAGER

Cuzco Development USA, LLC / Honolulu, HI / September 2013 to February 2018

- Conduct routine property inspections and coordinate on-site maintenance projects of a 3.5 acre, 40-tenant commercial property.
- Manage all initial inquiries and liaise with owner and tenants.
- Assist in collection of rents, fees and other charges in connection with leases.
- Negotiate and enter into contract with necessary support vendors.

SENIOR BUSINESS ANALYST (Pega Project Lead)

HMSA (BCBS of Hawaii) / Honolulu, HI / January 2011 to July 2012

- Lead a team of analysts and developers through an agile software development cycle with an aggressive schedule to deliver a Pega Business Process Management system to meet strategic business and organizational objectives.
- Major responsibilities included analyzing existing processes, documenting workflows, contributing to strategic planning, scoping the work, resources and timeline, gathering requirements, developing use cases, writing and executing functional and non-functional test cases, tracking defects, maintaining project artifacts, organizing user acceptance training, monitoring implementation and providing post production support.
- Lead the department in project leadership and cross-functional teams.

SECTION SUPERVISOR

HMSA / Honolulu, HI / January 2007 to January 2011

- Hire, train and coach a team of two coordinators and thirteen call center and lobby sales and service agents in the individual and Medicare health insurance plans.
- Prepare and submit monthly, quarterly and annual budget and sales data and reports.
- Maintain expert level knowledge of all products, underwriting guidelines and government regulations.
- Complete quarterly and annual staff performance assessments.
- Interface with external brokers, group leaders and state and federal regulatory officials.
- Lead the department in multiple, overlapping corporate projects.

MARKETING COORDINATOR

HMSA / Honolulu, HI / April 2005 to January 2007

- Review, prepare and submit monthly, quarterly and annual sales data and reports.
- Train and coach a team of three lobby agents in the individual, Medicare and group sales units.
- Draft all outbound written correspondence for the management team of four supervisors and a manager.
- Provide call center and lobby staff with first-line supervisory support.
- Represent the department in various corporate projects.

EDUCATION

English

University of Hawaii at Manoa
Honolulu, Hawaii

Magna Cum Laude

Leilehua High School
Wahiawa, Hawaii

PROFESSIONAL DEVELOPMENT

Food Safety Manager Certificate

State of Hawaii

Business Analyst Training

Various Management Training
HMSA

Business Architect Essentials Certificate

Pegasystems, Inc.

Business Writing

Managing Multiple Projects, Objectives and Deadlines
Digital Marketing
Conflict Management
Excelling as a Manager
SkillPath Seminars

PROFESSIONAL AFFILIATION

Space Policy Committee Member, Aerospace States Association

Member, The American Institute of Aeronautics and Astronautics

DBEDT Designee Board Member, PISCES Board of Directors

FOREIGN LANGUAGE

Korean

PROFESSIONAL REFERENCES

Available Upon Request