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# Alvin Q. Vo

San Jose, CA 95132 | 650.830.8888 | me@alvinvo.com

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## PERSONAL SUMMARY

Dynamic and results-oriented technology leader with 25 years of experience in IT infrastructure, software development, cloud technologies, and engineering program management. Proven expertise in overseeing complex, large-scale projects in healthcare, AI, and cloud-based systems, with a strong background in ensuring scalability, reliability, and security. Skilled in leading cross-functional teams, implementing DevOps and SRE practices, and driving innovation through technology and automation. Adept at managing high-performance infrastructure and engineering initiatives in fast-paced environments, particularly in mission-critical services.

## CORE COMPETENCIES

Site Reliability Engineering (SRE)  
Cloud Architecture & Infrastructure  
Automation & Systems Monitoring  
Cross-functional Team Leadership  
Technical Program Management  
Scalability & Performance Optimization  
Risk Management & Incident Response  
Cloud Platforms: AWS, GCP, Azure  
DevOps Practices & CI/CD  
Machine Learning & AI Integration  
Network & Data Security (HIPAA Compliance)  
Agile Methodologies & Scrum  
Capacity Planning & Cost Optimization  
API Development & Integration  
Stakeholder Management & Strategic Planning  
Continuous Improvement & Incident Management

## PROFESSIONAL EXPERIENCE

### VP of Technology and Innovation

**IncellDx Inc. – Hayward, CA**

**Jan 2021 to Present**

Lead the design and development of cloud-based platforms for healthcare, overseeing system scalability, reliability, and performance in a production environment.

Spearhead cloud migration initiatives to AWS, optimizing infrastructure for efficiency, cost-effectiveness, and security. Implement automation tools for monitoring and incident management, reducing response times and improving system uptime.

Drive the strategic IT roadmap and innovation for a wearable health tech project, collaborating with cross-functional teams to meet tight deadlines and technical requirements.

Provide leadership in risk management, disaster recovery, and business continuity planning.

Mentor and guide a multidisciplinary team of engineers, ensuring alignment with organizational goals and service reliability standards.

**Co-founder, Chief of Technology**  
**VMDOC / MD KINECT, INC. – San Jose, CA**  
**Jan 2013 to Dec 2020**

Led the design and architecture of a HIPAA-compliant cloud-based communication platform, including mobile (iOS/Android) and web applications.

Built and scaled critical healthcare services using AWS and other cloud technologies, ensuring high availability and scalability of systems.

Managed the full lifecycle of technical programs, from concept to execution, ensuring systems meet both clinical and regulatory standards.

Oversaw incident management and performed root cause analysis for system failures, driving improvements in reliability and user experience.

Collaborated with vendors and internal teams to design and implement new features, addressing both user needs and system performance requirements.

**Chief of Technology**  
**DOCTORCOM, INC. – Redwood City, CA**  
**Jan 2012 to Jan 2013**

Directed infrastructure design and automation for healthcare software platforms, driving operational efficiency and improving system uptime.

Spearheaded the development of compliance and security protocols for HIPAA, ensuring regulatory adherence in all technical implementations.

Managed high-priority technical programs, establishing best practices for incident management, system reliability, and performance monitoring.

**Director of IT**  
**BioReference Laboratories – Campbell, CA**  
**Jan 2008 to Jan 2009**

Oversaw the IT strategy for a large-scale healthcare organization, leading efforts to design and implement scalable, secure IT infrastructure for clinical systems.

Managed the performance and availability of core services, including lab information systems (LIS), electronic medical records (EMR), and client-facing portals.

Implemented performance monitoring and system optimizations to improve reliability and scalability of systems, ensuring continuous uptime in critical environments.

**Sr. Manager of Information Systems**  
**Stanford University Medical Center – Stanford, CA**  
**Jan 2004 to Jan 2008**

Led IT infrastructure and cloud service strategy, managing systems that support clinical, financial, and operational requirements.

Developed and managed incident response protocols and disaster recovery plans, ensuring the reliability and security of critical health data.

Spearheaded cross-functional teams to enhance system automation, cloud integrations, and monitoring solutions, improving incident detection and resolution times.

## TECHNICAL SKILLS

Cloud Technologies: AWS (EC2, S3, RDS, VPC), GCP, Azure, CloudFormation, Firebase

SRE Practices: Automation, Monitoring, Incident Management, Postmortem Analysis

DevOps Tools: Jenkins, Docker, Kubernetes, Terraform, Ansible

Programming & Scripting: Python, Java, PHP, Bash, JavaScript, SQL

GitLab, CircleCI, GitHub Actions

Infrastructure & Networking: Cisco, VMware, VPC, VPN, DNS, Load Balancing

Security & Compliance: HIPAA, SOC 2, ISO 27001, ITIL, Encryption, Firewalls

Databases & APIs: MySQL, PostgreSQL, RESTful APIs, HL7

Project Management: Agile, Scrum, JIRA, Trello

## EDUCATION

Study Computer Science, California State University Sacramento

Certified Advanced Project Management, Stanford

## CERTIFICATIONS & TRAINING

Stanford AI in Healthcare

Stanford Fundamentals of Machine Learning for Healthcare

Stanford Introduction to Clinical Data

Stanford Evaluations of AI Applications in Healthcare

Stanford AI in Healthcare Capstone

Stanford Introduction to Healthcare

Stanford Certified Project Manager (PMP)

Cisco Certified Network Professional (CCNP)

Microsoft Certified Professional (MCP)

Microsoft Certified System Engineer (MCSE)

Novel System Engineer (CNE)

AWS Certified Solutions Architect – Associate

ITIL v4 Foundation

Certified ScrumMaster (CSM)

Google Cloud Professional Cloud Architect

## RELEVANT PROJECTS

Scalable Healthcare Platform: Led the development of a HIPAA-compliant cloud-based communication and telemedicine platform used by healthcare providers across the U.S., optimizing for high availability, scalability, and security.

Cloud Migration & Automation: Managed the end-to-end migration of legacy infrastructure to AWS, utilizing automation tools (Terraform, CloudFormation) for improved reliability and cost management.

AI-Powered Monitoring System: Designed and implemented an AI-based incident monitoring system to reduce response time and optimize resource utilization across cloud platforms.

Patient Engagement platform (VMDOC)

Remote Patient Monitoring (MedRPM.com)

Universal Patient Medical Record (MedQR.com)