

Jacqueline T. Ott-Tran

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Work Experiences

American Express Co. – New York, NY

Software Engineer III

August 2020 – Present

- Team lead, act as both leading engineer and point of contact for stakeholder - breaking down requirements into small stories and assigning to teammate, and facilitate conversation between stakeholder and team to ensure requirements are clear and doable
- Working across multiple time zones, collaborating with team in India, UK, Arizona and Florida
- Delivered multiple projects within deadline, and anticipate/document difficulties when difficulties arise to ensure issues are communicated with stakeholder to extend deadline as needed

St. Luke Evangelical Lutheran Church – Ferndale, PA

Part-time Pianist

February 2026 – Present

- Learning new materials to perform every 2 weeks, prioritizing which need to be good and what can be relaxed in order to ensure the congregation to sing hymns, play as well as I can while juggling between this and my full time job

Volunteering Experiences

Fashion District Philadelphia Friends (FDPF) & Whitehall Dave and Buster (Whitehall DnB)

- Organize at least 4 meetups/hangout for over 40 peoples per year, coordinating timing, setting up reservation for restaurants and ensure as many people can participate as possible
- Act as both group's PR team, I personally got Whitehall DnB featured on Lehigh Valley With Love Media, and helped with getting FDPF on the Philadelphia Inquirer
- Organize and officiate tournaments with over 100 attendees, ensuring things are done on time but also with padded time in case something goes wrong
- Handle finances for merchandises, doing interest check and confirmation, ensuring we get accurate headcount for how much we need
- Was a personal assistant for Naoki Maeda (Dance Dance Revolution music producer) for 3 days while he did a concert at Red Note in Las Vegas, handling communication/translating between English and Japanese, arranging schedule including both work and fun, managing fan signing event and run errands as needed

Misc/Multiple

- Volunteered at various events at Penn State Lehigh Valley (PSULV), Community Music School (CMS) and Woori Center, activity include general help as needed, manning booth, help registering people to vote, doing coffee talks with students about careers
- Currently working with PSULV to create a Ted-talk type event discussing my experience chasing money (being a software engineer) then realizing my passion later in life (piano), discussing regret/grass greener other side

Pennsylvania State University, State College, PA

Bachelor of Science in Computer Science

Dec 2019

Bachelor of Science in Mathematics

May 2020