

Samuel Elder

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PROFILE

I have more than 10 years of industry experience in information technology working in the areas of software testing, software development, project management, and network/systems engineering. My areas of expertise include designing business information systems, software development, process development, and management of critical business relationships, documentation, training, mentoring, quality control and product maintenance. I am an enthusiastic high performer with a positive attitude, impeccable work ethic, and a passion for success.

SUMMARY OF EXPERIENCE

Leadership

- Resource management of hardware, software licensing, internet hosting, SaaS, and cloud storage
- Procurement of required equipment, tools, and educational resources
- Budget management, including reporting positions of ROI, giving presentations on detailed development plans, giving proof of concept demonstrations, and creation of 1 year and 5 year projected technology plans
- Training of new hires and reeducation for new procedures and workflows including producing documentation and step-by-step instruction in a classroom setting.
- **Create and maintain** public documentation as living documents reflecting ongoing work
- **Familiar with** Agile, Scrum, Lean, TDD, BDD, Waterfall, and Six-Sigma
- Extensive experience in research and development of concepts meeting stakeholder, budgetary, resource, and time requirements.
- Innovative team leader who inspires trust and motivation
- **Create and maintain** strong cross-team and B2B relationships

Technical

- Experience in complete software development life cycle from planning, analysis, design, to implementation, testing, deployment and maintenance.
- Windows Server, Linux distributions RedHat, Ubuntu, and Fedora. CentOS, OSX
- Conversion of closed source (.Net, Microsoft, Novell, Cisco etc.) components to open source alternatives.
- Extensive experience in software test development (manual and automated), executing and maintaining Test Plans, Test Scenarios, Test Cases and the Traceability Matrix based on business requirements.
- Strong knowledge of object oriented programming in C# and experience in creating automation
- In-depth of understanding of web related technologies including: HTML5, CSS, PHP, JavaScript, XML, Web Services, SOAP, Restful web API, IIS, Apache, ASP.NET, MVC and WordPress, etc.
- Strong knowledge of SQL Server 2008, 2010, Transact SQL, MySQL and database administration
- Visual Studio 2012 Team System, TFS, Android Studio, Eclipse, Xcode, and Build Systems
- VMware, VirtualBox, Hyper-V with TFS Test Edition Lab Manager, AWS EC2
- Python, PowerShell and Batch scripting, Shell scripting,
- Telephone key systems, **voicemail systems, VOIP, phone tree development**

EMPLOYMENT HISTORY

International Dental Services LLC, Kirkland, WA

Software Engineer/Project Manager

Dec 2013-Current

- Manage development team communicating business requests to developers and ensuring quality
- Manage off-shore developers in China
- Designed and created original SEO website for the company using WordPress on a LAMP stack
- Implemented WordPress multisite network for management of SEM sites
- Implemented Tiger CRM, configured CRM workflows, created custom PHP modules and set up MySQL database scripts according to business requirements
- Set up Twilit VOIP phone system including voicemail, and phone tree using AWS EC2 servers
- Work directly with stakeholders including sales team and dentists(business partners)
- Meet with and give presentations to stakeholders to ensure continued funding
- Designed and created test automation for our website using Selenium and JavaScript
- Trained data processing team and sales team on Vtiger CRM
- Created AWS new server instances and moved our physical servers to AWS
- Delivered engagements within the constraints of schedule, features/functionality, and budget
- Managed business resources, partners and/or customer resources and materials used to complete tasks in projects
- Managed the engagement to deliver an integrated solution that composed of front end website, internal CRM, backend database, VOIP phone system, finance module and all other aspects of the solution.

Microsoft Corporation, Redmond, WA

Software Design Engineer in Test/PM – XBOX Project Houston

Sep 2013-Dec 2013

- Participated in Xbox One launch, working with game studios to propagate Xbox Live content
- Configured Xbox Live team creation, match maker, rewards, and point systems for Xbox One games
- Managed game content ingestion for external and internal content providers
- Filed bugs found in the Xbox Development Platform (XDP)
- Managed relationships with content providers and game studios both internal and external

Microsoft Corporation, Redmond, WA

Software Design Engineer in Test – Vidlab

Jan 2013-August 2013

- Used data mining techniques to find data inconsistencies across a SQL 2008 R2 production database cluster and Limelight CDN containing metadata related and assets related to online streaming video content.
- Acted as Scrum Master for 5 person test team and 4 person data validation team
- Created validation automation for globally distributed video content
- Created UI test automation for xbox.com/video website using Python, C#, Selenium, NUnit, Visual Studio, Coded UI, and Web Performance Tests
- Wrote C# web client for content ingestion web service
- Wrote test automation for internal content publishing tool
- Wrote pixel level image comparison tool using C# for verification of movie and video ad posters
- Tested globalization of xbox.com/video website

WildVine Corporation, Startup, Kirkland, WA

Project Manager

June 2012-Jan 2013

- Designed motion based music creation software using Willows Garage SDK, Objective C, XCode, XML and Kinect camera
- Managed development team, creative team and implemented cross team processes such as bug filing, Scrum, software terminologies.
- Created choreographing format for multi-person song creation (jamming)
- Identified and managed team objectives including organizing demonstrations and Scrum meetings
- Managed company resources including computers, instruments, recording **equipment**, etc.
- Used personal recording studio to record tracks, loops, and samples using Ableton Live and Digidesign Protools
- Set up collaborative software development environment using Bugzilla, Redmine and SVN
- Demonstrated proof of concepts for V1 application

Microsoft Corporation, Redmond, WA

STE 3\SDET – R&D Project Siena

Nov 2009 -Dec 2011

- While in SBG (Small Business Group), a group of teams that functions as small businesses within Microsoft, we were tasked with taking the best research ideas and bringing them to market
- Received CES Design Engineering Showcase Award 2011
- End to End testing of Face Tracking of Avatar Kinect V1 application for Xbox released 7/26/2011
- Managed the design and execution of test projects, set up automation labs, drove test passes and reporting
- Developed the lab configuration still currently being used through out Microsoft for testing the Kinect camera
- Presented Avatar Kinect at Microsoft Product Fair
- Collaborated with Microsoft Studios to create professional showcase video
- Recorded and mixed audio tracks for product showcase videos
- Created presentation used by Craig Mundie for MGXFY11 and other international demos
- Performed API testing for Face Tracking SDK in Kinect for Windows V1 released 2/15/2012
- Created and maintained C# and Python automation of API test suite and reporting system to track test **pass** progress and product quality
- Performed End to End testing of HoloChat Auto-Parallax/3D video conferencing software
- Acted as technician for presentation of HoloChat at 2011 Microsoft Market Disruption Seminar for **Steve Ballmer** and **Tony Bates** receiving critical acclaim from all executives.
- Developed testing infrastructure, test plans, smoke testing methods for **unreleased** products
- Set up TFS builds including Continuous Delivery and Test/Lab Manager test environment
- Developed and maintained test plan, labs (the holodeck), and reporting for face tracking
- Delivered high quality reports for leads, managers and developers

Microsoft Corporation, Redmond, WA

Software Test Engineer – CLR Ops

Feb 2009-Oct 2009

- Executed BVT and automated testing of CLR .Net Framework 4.0, Visual Studio 2010 And Silverlight for Apple
- Performed localization and globalization testing of .Net Framework Client/SDK and, VS2010
- Performed fuzz and integration testing of .Net Framework 4.0
- Maintained test environment of more than 400 machines including x86, x64, and IA64
- Reviewed BVT process to find automation errors and help create a more robust testing strategy
- Lead efforts in deep troubleshooting of lab issues including network, automation failures, hardware and compatibility, inventory and KVM

Microsoft Corporation, Redmond, WA

Software Test Engineer 2 – Games Ingestion

Jun 2008-Sep 2008

- Tested pipeline by which game development companies deliver their content to the Xbox Live environment, XLAST/XLAWS
- Performed manual and automated games ingestion web service testing for Xbox Live Stockholm release
- Tested topology of two SQL 2008 R2 servers, BizTalk, IIS and C# web services, using Hyper-V
- Worked closely with developers and PMs to verify bugs fixes and regression testing
- Configured and documented configuration steps for games ingestion test environment
- Used source depot enlistments to create MSIs
- Used Product Studio to track bugs and work items
- Debugged web services written in C#
- Wrote batch files for automated set up

Microsoft Corporation, Redmond, WA

Software Test Engineer 2 – Windows Security Test

Mar 2007-Mar 2008

- Performed end to end authentication protocol and security testing for Windows Server 2008 release.
- Tested complex networking topologies including cross forest, certificate authority, smartcard, RODC, and UNIX realms
- Created WTT workflows and batch files for installations and other set up tasks including domain controller promotion
- Found the most bugs on the team.
- Wrote and debugged shell scripts, batch files, XML, and VB script.
- Wrote E2E testing cookbook, document with detailed test pass instructions.
- Revised outdated test plan to include Windows 7 testing and RODC test cases

SineWave INC, Richmond, VA

Real Estate Investor

June 2003-May 2007

- **Averaged** 20% ROI over in 4 year period
- Bought and sold 15 properties
- Flipped foreclosure properties
- Purchased distressed residential property for renovation and resale
- Performed Title searches and CMA evaluations
- Contracted or performed renovation to prep properties for resale

Capital One, Richmond, VA

Helpdesk Support

Nov 2003-Nov 2004

- Acted as first level support technician for Capital One corporate during Windows XP rollover
- Provided Executive support for PC, mobile devices, Citrix, and Cisco smart rooms
- Wrote step-by-step solutions for Clarify tracking database, all matrix consistently above 90%
- Supported first level issues for Teradata and Oracle databases
- Supported T-Mobile company phones
- Supported Outlook mail client issues

Fuqua School, Farmville, VA

Systems Engineer/Network Administrator

Jan 2001-Mar 2003

- Maintained departmental budget
- Procured all hardware and software assets required for upgrades and educational development

- Configured and maintained Redhat Linux file servers using Samba, SendMail, IPTables, and Squid using a on 3 most critical servers RAID 5 Array as well as ran tape backups for redundant fault tolerance,
- Performed major upgrades through out entire school Including replacing all Novel Netware servers with RedHat Linux servers, converting networking protocol from IPX/SPX to TCP/IP, replaced all classroom and lab computer earlier than Windows 98 with Windows 2k (over 200 machines), Replaced most hubs with network switches using GBit fiber cards to connect buildings, worked with Sprint to install a 1000 line Nortel telephone key system
- Trained entire faculty and staff of 500 people on extensive upgrades performed over a summer break including, using new Nortel telephones and setting up voice mail, how to login after replacing all Windows 3.1 computers with Windows 2K, how to use email with Outlook client after replacing Pegasus email client.
- Built 2 new computer labs
- Added 5 computers to every classroom in both middle and high schools
- Purchased laptops for check out in the library by students
- Contracted installation of underground fiber FIDI ring connecting all buildings on campus using Gbit over fiber
- Found over \$18,000 in incorrect Telco charges occurring over 2 years prior to my hire, and was able to recover all losses from Sprint
- Wrote 5 year technology plan
- Administered Novell Netware and NT 4.11, 5.0 and Windows NT 4.0 servers
- Maintained 1000 line Nortel telephone key system
- Headed up the technology club for high school students to learn about computer technology

DataTech. INC, Fairfield, NJ

Router Technician

Jun 2000-Dec 2001

- Configured Cisco and Cabletron switches and routers
- Long haul tested routers, hubs and switches
- Configured Copper Mountain DSLAMs
- Assembled and shipped redundant WAN cabinets based on customer requirements
- Delivered properly configured and tested cabinets to shipping for delivery to client

EDUCATION AND TRAINING

- Dover Business College, 1998-2000, PC support and network administration diploma - 3.95 GPA
- RH124 Red Hat System Administration I, 2001
- Bellevue College, 2007-2010 Intro to programming using C#, C# programming, C# for testers Algorithms in .NET, SQL Fundamentals, Web Development/Web Design