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## Summary of Qualifications

Troubleshooting Windows operating-system issues, such as setup, usability, networking/connectivity, multimedia, printing and email for end users, small businesses and corporations, as well as testing software and executing Build Verification Tests.

## Work Experience

Inspur Worldwide Services/Design Laboratory, Inc., Bellevue, WA April 2017 – June 2019

Lab Engineer (vendor to Microsoft in the Server GC group)

Same duties as previous job.

Inspur Worldwide Services, Bellevue, WA October 2013 – August 2016

Lab Engineer (vendor to Microsoft in the Virtual Machine Manager group)

In the CDM division consisting of several System Center product groups, responsibilities include: Maintenance of Cisco UCS blades, NetApp SANs, several dozen Hyper-V hosts and a SCVMM server with about 800+ virtual machines, maintained many failover clusters, several SQL servers, writing Powershell scripts for the same and for WTT and Nebula. Troubleshot ASI, and WTT jobs and workflows.

TEKsystems, Bellevue, WA July 2012 – July 2013

Lab Associate (contracting to Microsoft in the Hybrid Storage Services group)

Primary job responsibilities involved using Microsoft-internal tools ASI and WTT to deploy daily builds of an operating system. Was responsible for creating new jobs as well as troubleshooting existing jobs. Other duties included launching tests for various feature areas, as well as some manual ad-hoc testing.

CompuCom Systems, Bellevue, WA March 2011 – March 2012

Lab Associate (contracting to Microsoft in the Virtual Machine Manager group)

Maintained over 1000 server machines for use for ad-hoc and automation testing. Responsible for maintaining ASI and WTT. Created LUNs for SAN connectivity and clusters. Assisted the various test teams in troubleshooting various software and hardware issues, both on the servers and personal desktop machines.

CompuCom Systems, Bellevue, WA December 2009 – December 2010

Lab Associate (contracting to Microsoft in the Windows Gaming Experience group)

Provided lab support for test teams in the Games for Windows Live group. Responsible for large bank of automation machines, ensuring uptime and reliability in daily test automation. Used WTT extensively in creating and modifying test jobs to ensure greater optimal test results. Maintained test machines using tools such as ASI, WTT and CritFix. Created and maintained Hyper-V servers using the Hyper-V Manager and Virtual Machine Manager. Maintained backup of various servers using Symantec Backup Exec 2010.

CompuCom Systems, Bellevue, WA June 2008 – June 2009

Lab Associate (contracting to Microsoft in the Windows Experience group)

Provided hardware and software assistance to team consisting of executive and program management, testers, developers, writers and editors. Used the WTT test harness to create, edit and troubleshoot Windows deployment scripts that were passed to ASI. Also maintained over 70+ virtual machines running in the Hyper-V environment. Wrote several “how to” documents, as well as two “failsafe” documents for migrating a server to a new version of a product. Used Windows batch files as applicable.

CompuCom Systems, Bellevue, WA February 2007 – February 2008

Lab Associate (contracting to Microsoft in the Virtual Machine Manager group)

Maintained over 600 server machines to ensure a high-percentage uptime for daily tests runs that were used by the MadDog test harness. Troubleshot issues caused by failed restored images by UIP (Unified Imaging Process). Optimized the lab environment through day-to-day maintenance, using knowledge of various Windows operating systems. Used knowledge of Linux to install and configure VMWare’s ESX Server on over 90 machines. Assisted coworkers in their software and hardware issues.

CompuCom Systems, Bellevue, WA June 2006 – November 2006

Lab Associate (contracting to Microsoft in the Windows Media Center group)

Triaged incoming stress bugs, filed bugs using Product Studio when appropriate, participated in Stress runs. Additional duties included launching and troubleshooting stress, maintaining the hardware and software of computers.

CompuCom Systems, Bellevue, WA November 2005 – June 2006

Lab Associate (contracting to Microsoft in the Small Business Accounting group)

Main automation and lab person for the Small Business Accounting group. Owned 80+ machines, ensured the launching of daily automation scripts via the Oasys test harness. Troubleshot machine and script problems when applicable. Also assisted in several test passes, including Vista Logo Certification.

CompuCom Systems, Bellevue, WA December 2004 – July 2005

Lab Associate (contracting to Microsoft in the Data Protection Manager group)

Assisted in the running of Stress testing, including the installation of a daily new build on over 70 machines, verifying the install and launching Stress. Performed initial triaging of stress results the following day. Other duties included maintenance, installation and troubleshooting of computers from a hardware and software perspective. Maintained and modified the Stress scripts, and maintained the Stress documentation.

CompuCom Systems, Bellevue, WA September 2004 – December 2004

Software Test Engineer (vendor to Microsoft)

Responsible for testing the daily builds of a human resources application that was to be used throughout Microsoft. This also included maintenance of the test case suite, with respect to adding, deleting or changing, depending on features in the build that may have been changed.

CompuCom Systems, Bellevue, WA March 2004 – August 2004

Lab Associate (contracting to Microsoft in the Directory Services group)

Drove sign-off testing for monthly regression/stress testing, responsible for daily installation and stress-testing of new builds. Main contact person for lab issues, which included maintenance and troubleshooting of hardware and software issues for 500+ computers. Performed initial triage on all debugger breaks in the daily stress lab, assigning bugs to appropriate owners via Product Studio, and followed up to ensure a timely resolution. Improved test automation by fixing test scripts as appropriate. Owned keeping the stress and regression instructions up to date. Coordination and training of separate test team to ensure all procedures were documented, understood and handed off. Enhanced the setup productivity by creating a Windows PE CD for Itanium machines.

Volt, Redmond, WA August 2003

Test Associate (contracting to Microsoft in the Xbox group)

In this two-week assignment, increased the exposure of Microsoft’s Xbox to the public by showcasing upcoming Xbox games at the Seattle Pacific Center for the public, and assisted with any game-playing help that was required. This two-week presentation included the Gamecube and Playstation games hosted by their respective companies, and this exhibition was featured on the Today show.

Microsoft Corporation, Redmond, WA May 2002 – July 2003

Software Test Engineer, Office group

Owned feature area testing Netmeeting and Exchange Conferencing Services interoperability within Microsoft Office 2003. Owned and maintained several servers in a computer lab for testing purposes. This entailed using Drive Image to maintain several types of operating-system installations, with respect to various test scenarios. Some typical scenarios included several machines in a two-domain trust relationship with Exchange 5.5, Exchange 2000 and Exchange 2003.

Microsoft Corporation, Redmond, WA February 2001 – May 2002

Software Test Engineer, Netdocs group

Software test engineer, and duties included executing Build Verification Tests and generating daily builds. Wrote a BVT test plan. Assisted in the computer lab when appropriate.

Microsoft Corporation, Redmond, WA June 1997 – February 2001

Support Engineer, Product Support Services division

Helpdesk support encompassed answering Tier 1 customers and Tier 2 customers from corporations and Original Equipment Manufacturers (OEMs), for the Windows 9x, NT4 Workstation and Internet Explorer products.

Contributed to the Microsoft division by writing training documents and writing numerous Knowledge Base articles, acted as a liaison between the Internet Explorer group and Product Support Services (PSS), working on the then-upcoming release of Internet Explorer 5.5. Duties included interacting with beta customers in the newsgroups, as well as triaging beta bugs and writing training documents.

Rhotech, Redmond, WA Feb 1997 - May 1997

Software Tester (contracting to Microsoft in the Java group)

Responsibilities included testing the Java Virtual Machine on all versions of Internet Explorer.

Rhotech, Redmond, WA May 1996 - Jan 1997

Lab Technician (contracting to Microsoft in the Talisman group)

Responsibilities included maintaining a server farm (which consisted of 200+ client machines connecting to a Windows NT 3.51 server) and monitoring the validity of batch jobs created from this server farm. These batch jobs consisted of 3D-rendered scenes that were created using the Silicon Graphic’s SoftImage software.

Rhotech, Redmond, WA Dec 1994 - May 1996

Support Engineer (contracting to Microsoft in the PSS group)

Helpdesk support consisted of answering front-line phone calls from customers across the country, and occasionally handled escalated customer issues, which required in-depth troubleshooting. Products supported included Windows 3.x, Windows 95, and Internet Explorer. Wrote several articles for the Knowledge Base. Also edited for content and technical accuracy incoming articles to be published in the Knowledge Base.