

Education

- **University of Massachusetts Dartmouth** North Dartmouth, MA
Bachelor of Science in Computer Engineering; GPA:3.50 Jan. 2013 – Dec. 2017
 - Key Courses: Object Oriented Software Development, Data Structures, Computer Architecture, Data Communications, Real-Time and Embedded Systems, Digital Systems Design
 - **BYU-Idaho Linux/Unix Society:**
 - * Mentoring Coordinator (Web Development) - Coordinated members of the society with new students
 - * Secretary - Documented and updated society webpage and communicated with other departments
 - * Performed undergraduate research on Web 2.0 and Beyond

Experience

- **Oracle Corporation (Legacy RightNow Tech)** Bozeman, MT
Application Engineer 2, Current Engineering Feb. 2013 – Present
 - Resolved software defect incidents reported by customers in APIs, mail processor, and CX Console
 - Determined incident service pack eligibility for inclusion in older versions of the product
 - Communicated effectively with development teams to resolve incidents using approved patches

Applications Engineer 2, Core API Scrum QA Aug. 2012 – Feb. 2013

 - Performed QA testing and unit test development on highly technical Core API scrum team
 - Demonstrated new product functionality to product owner and other interested stakeholders
 - Enforced the definition of story and feature package acceptance and completeness
 - Analyzed user requirements for stories and provided end-user point of view feedback to product owner
 - Worked directly with product code and source tree in development environment

Applications Engineer, CX Platform QA Sept. 2010 – Aug. 2012

 - Automated and maintained testing of APIs using Agile & Continuous Integration methodologies
 - Developed and supported test automation frameworks for CX Console UI and Customer Portal UI
 - Ran quarterly regression testing on upcoming general product releases to ensure the highest quality possible
- **Technologic Systems** Fountain Hills, AZ
Embedded Systems Engineer Aug. 2009 – Sept. 2010
 - Developed product selector web application in custom MVC architecture (TS Product Selector)
 - Authored detailed, technical documentation for SBC products such as datasheets, user guides, and manuals
 - Created programs to troubleshoot, rigorously test, and provide functionality for SBCs with embedded Linux
 - Compiled and modified Linux kernel and drivers to add features and HW to both existing and new products

Skills

Technologies: C/C++, C#, Python, PHP, MySQL, Java, HTML, CSS, MVC Frameworks (CodeIgniter, Pyramid), SaaS Model, Regex, Advanced Unix Shell Scripting, GDB, GIT, CVS, SVN, SOAP, WSDL, JSON, XML, XPATH, Selenium WebDriver, Nunit Framework, Jenkins CI Server

Computer and OS: Linux/Unix/Embedded Linux, RTOS, Virtualization (Oracle VirtualBox, VMWare, and QEMU); OS installations (Dual & Triple Boot); BIOS & EFI setup; LAMP server administration

Projects

Pydom: Pydom scans through a list of web pages, grabs the HTML source, and parses interactive elements. These interactive elements written to an XML catalog which is used as the main input for a Selenium .Net project.

Xerrscrape: Used to fill a missing area of product testing, this Python program scans through all XML error logs on the specified server, tallies errors collectively, and sends notifications when an error occurs more than the threshold.

.Net CWS Test API: This framework provides automated testing for RightNow Connect Web Services for SOAP (.Net Toolkit). Using reflection, objects and NUnit tests are instantiated based on JSON input.

Canon Webcam API: Allows programmatic authentication and control for Canon 360° Webcams in Python.