

Ronald Reynolds

Software Engineer III - CSAT-Solutions

Houston, TX - Email me on Indeed: [indeed.com/r/Ronald-Reynolds/7ae039647052e1e4](https://www.indeed.com/r/Ronald-Reynolds/7ae039647052e1e4)

My main objective is to join a team that needs my skillset and help solve the complex problems that engineers thrive on, all the while building the team up with confidence and the knowledge sharing that brings innovation.

WORK EXPERIENCE

Software Engineer III

CSAT-Solutions - July 2015 to Present

Senior Software Engineer supporting both DS (Direct Ship) and Depot imaging solutions including the Dell Factory Imaging (FiCore) process, our generic imaging process which includes base OS and drivers and custom imaging for platforms such as Microsoft Surface Pro. I am still highly involved with the Test team in developing solutions to close test gaps and resolve issues driven by customer dissatisfaction (DSAT) surveys.

Major Projects

- Customer Data Migration
 - o C# Application that backs up customer data such as Documents, Pictures, Music, Videos and Desktop to a secure server using 256 AES Encryption and then restores the data once the Operating System has been reinstalled or the hard drive replaced.
- Custom PC Doctor Inventory Test
 - o C# class library for the PCDR inventory test based on the original Dell configuration found in the Global Configuration File (GCF) or support.dell.com, so that a system will fail for bad hardware even if PCDR does not detect it.
- Windows Activation
 - o C# Application that runs as part of test that checks for activation status and attempts to activate the unit if needed, it prompts the user for a DPK (Digital Product Key) if necessary.
- ChromeBook Pass Logs
 - o Python Application that automatically connects the Chromebook to our internal WiFi, performs a test audit check based on local pass logs and uploads a pass or fail log to our FTP server as well as update a database. I also altered the test script on the Chromebook test USB (SHIM) so that the "ChromeLogs" application would appear as just another test item in the GUI just before the "Finalize" phase, this allows users to use the GUI to retry in case of WiFi problems or connect a USB NIC if needed.

Software Engineer II

Peripheral Computer Support-Computer Technology Solutions - January 2013 to June 2015

Software Engineer II (01/13 – 06/15)

Lead Software Engineer supporting the imaging needs of several business units in the company. I have created custom C# and Python applications for imaging windows using the windows imaging API's as well as driver installation automation using the windows device management API's. I am also responsible for the server and network infrastructure and well as the database design and optimization for the projects I maintain. I have created several front end websites using both Django and ASP.net MVC in order to help manage and configure the server resources and databases my applications require.

In addition to the server and network devices I maintain I also administer Dell storage appliances such as a Compellent SAN which stores several terabytes of images.

Major Projects

- Standalone HDD imaging for field dispatch
- Windows 8 Technology upgrade
- PXE boot process capable of booting hundreds of machines simultaneously
- Management website for reporting and managing orders
- Test integration with FileMaker shop floor system
- Automated test for Dell Flat Panel monitors

Software Engineer I

Dell Business Unit - November 2009 to December 2012

I was responsible for Test development and OS deployment automation for the Dell Business Unit, these included 200+ platforms across both Windows, Linux, DOS and WinPE operating systems. The test automation was primarily focused on finding hardware malfunctions utilizing PC Doctor, Dell Diags and custom software. OS automation was designed to restore the original operating system to the PC with as little human interaction as possible, including drivers, settings and activation. I was also responsible for the Server and Network infrastructure to support imaging and testing operations, this included Windows Server 2003/2008 setup and configuration for DHCP, DNS, IIS, Active Directory, FTP, RRAS etc as well as L3 Dell switch configuration of VLAN's, routing and LAGs.

During this time I cultivated my programming skills in C# and Python, my people skills by managing several Engineering Techs as well as my IT administration skills before being promoted to Software Engineer II.

Major Projects

- PC Doctor Network Factory Switch
- Automated OS Install for Laptops over the Network via PXE
- 800 Drop/24 Switch Network upgrade and installation
- Universal Driver install application

Contracted to Hewlett-Packard as Software Tester

National Technical Systems - January 2008 to November 2009

Software Tester responsible for testing custom builds of Windows Vista created for Consumer Notebooks. I test many different aspects of the build including:

- Testing HP and third party vendor software to ensure good integration into the build for a better customer experience.
- I am also responsible for testing new BIOS releases on multiple platforms to ensure that performance and stability are not compromised.
- Testing new Driver releases to ensure performance and reliability.
- Troubleshooting for developers who create custom builds and applications. This speeds up the development process and reduces testing time.
- Performance testing using both automated software and manual methods on different builds and different hardware/software configurations. This helps to determine the most cost effective way to deliver a product while exceeding customer expectations.
- Stability testing on new builds using both automated software and manual methods. This ensures customer satisfaction and a superior product.
- Result gathering and presentation using Microsoft Word and Excel, as well as written email communication.
- Reported all bugs to an Observation Tracking System, also updating OTS reports to reflect changes or improvements to bugs found in software.

Field/in-house computer tech

Convergence Technical Services - June 2006 to January 2009

responsible for repair and upgrade of all desktop and laptop computers. Responsible for setting customer appointments and having all necessary parts, tools, and knowledge needed for a first visit resolution. Also responsible for warranty repair: which involved ordering parts, in home installation, and closing calls via an online ticket system. I performed this warranty work for Dell, HP, Compaq, E-Machine, Gateway, and AlienWare on both desktop and laptop computers through a company called Nexicore.

Service Field Technician

World Wide Environmental Products - June 2007 to January 2008

Field technician responsible for repairing vehicle emission testing systems, which included a computer assembly, comprised of a Pentium 3 platform running windows 98 along with proprietary software. Also a four gas spectrum analyzer which read Oxygen, Nitrous Oxide, Carbon Monoxide, and Carbon Dioxide levels which required calibration to within 15ppm. In addition to a Dynamometer which required periodic replacement of belts, brake pads and rollers as well as weight balancing.

Also responsible for: the setting and timely arrival of appointments as well as follow up calls and visits. The filling out of work orders, part order forms and inspection forms. The selling of merchandise: including consumables, parts, new units and Service Contracts. I was responsible for a company vehicle which kept all necessary inventories which might be needed. I was responsible for a service area that included all of Galveston, Brazoria, and portions of Harris County.

Technician

Galveston Computer Solutions - March 2007 to June 2007

Computer tech: responsible for repair and upgrade of all desktop and laptop computers. Also performed backups, drive imaging, file transfers, virus/spyware removal and OS installs. I was responsible for listening to customer concerns, initial diagnosis, and final resolution of problem to the customer's satisfaction and need. I also performed regular follow up calls to insure customer satisfaction and offer other services which the customer might have a need for.

EDUCATION

High School Diploma in Information Technology Program

San Jacinto College
2004 to 2005

SKILLS

C# (6 years), Python (4 years), MySQL (6 years), MSSQL (2 years), Servers (10+ years), WPF (6 years)

AWARDS

212° The Extra Degree Award

January 2016
Global Services Engineering (GSE)

ADDITIONAL INFORMATION

Technologies

- C# WPF (6 years)
- ASP.net MVC (1 large project)
- Python (4 years)

- Django (2 projects)
- Android Java (6 months)
- Scripting (Batch, VBS, some AutoIt)
- SOAP
- XML
- SCRUM, Agile
- Win32 API
- Aptana Studio
- Notepad++
- Visual Studio
- Windows Server [...] setup
 - o Active Directory
 - o DHCP, DNS, FTP, WDS, etc
 - o IIS
 - o Apache
 - o RRAS
 - o iSCSI Target/Initiator
 - o NIC Teaming, both Intel and Broadcom
- Networking
 - o L2 & L3 switches
 - o Routing
 - o Trunking
 - o VLAN
 - o QoS
- Solar Winds TFTP
- PXE booting both with WDS and PXELINUX
- Hard drive diagnostic S.M.A.R.T
- If you are still reading let me sum up the Resume', if you need something technical done chances are I can do it, if not I will learn quickly!