

# Edwyn Saunders

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## Objective

- Looking for front end development opportunities, in a dynamic, yet laid back environment with room for professional growth.

## Education

### **BSC MATHEMATICS | 1990 | OPEN UNIVERSITY, UK**

- Major: Mathematics
- Minor: Computer Science

## Skills & Abilities

- React, JS, Mongo, mySQL
- Automated testing and installation using eggPlant Functional
- Automated testing utilizing C# and Selenium
- IEX integration with local intranet
- Help desk requests moved from emailed requests to web forms on local intranet
- Jira with Zephyr implantation

## MANAGEMENT

- UPS: Managed small teams of IT Support and Workforce Management.

## Experience

### **MANAGER | FORTUNE 500 | 2016 - 2019**

- Development of automated installation, configuration, and testing of product using proprietary software utilizing automated testing and human emulation.
- Managed a small group of QA and Automation professionals to assist in improving product quality and enhancing automation skill sets.
- Improved process of recording, tracking, and resolving defects.
- Hired, then trained paid interns in multiple aspects of QA and Automation, including test case planning, authoring, and automating.

### **MANAGER | UPS | 1998 - 2016**

- Multiple positions within UPS, although all in the technical field, this was a person development requirement from UPS Corporate
- Help Desk technician, assisting internal and external customers with product and hardware issues
- Help Desk Supervisor, oversaw a small group of internal and external Help Desk technicians

- Workforce Management Supervisor oversaw a team of 6 workforce management professionals who performed all schedules for a 24 hour 6 days per week location.
- Workforce Management and Help Desk Manager. Workforce Management and IT Help Desk were combined. I oversaw both teams, during which process was improved by working with web developers to enhance team member time off and IT support requests.

#### **DEVELOPER | VARIOUS | 1986 - 1998**

- Contract game developer for multiple UK based game companies utilizing Assembly on 8 bit machines and C/Assembly on 16 bit machines.
- Primary roles were AI and code optimization