

Shiva Taghizadeh

A Resident of the United States of America (Green Card Holder)

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EDUCATION:

M.S. of Telecommunication and Network Engineering

GPA: 3.48 /4.00

Southern Methodist University (Bobby B. Lyle School of Engineering), Dallas, TX

Grad Date: AUG 2018

B.A. of Telecommunication Engineering

GPA: 3.60 /4.00

University of Shiraz, Shiraz, IR

Grad Date: MAR 2014

ENGINEERING PROJECTS: SMU, Dallas, TX

Information Systems Security Professional

Fall 2017

- Information security professionals with an objective measurement of competence as well as a globally recognized standard of achievement. Access Control Systems, Cryptography, and Security Management Practices

TECHNICAL EXPERTISE:

- Improvement Process:** Kaizen; Six Sigma.
- Application Environments:** Eclipse environment; Apache; IBM WebSphere Studio Application Developer; Microsoft Visual Basic 6.0, Visual C++; IBM Rational Clear Case; IBM Rational Functional Tester (RFT); IBM Rational Application Developer
- Software Applications:** Microsoft Word, Excel, Access, PowerPoint, Outlook; WordPerfect; Lotus Notes; FTP, pivot; Libre Reader and Programmer.
- Programming languages:** C/C++; SQL; Python; SQL; MYSQL
- Languages:** Farsi, English
- RELEVANT COURSES:** CCNA(R&S) and CCNP-Route, CompTIA A+, Engineering Management, Technical Writing.

RELEVANT EXPERIENCE:

Abbott Diabetes Care: (Reliability Engineer /) Alameda, CA.

Nov 2018 – Present

- Testing boards for fixtures, Patch reader and patch programmer used in PQE investigation.
- Strong technical writing skills to write investigation report for variety of issues observed with devices/products.
- Ensuring compliance with all relevant regulations, including FDA 21CFR 820.198, ISO 13485, ISO 14971, EU Medical Devices Regulations, 2017/745, and EU In Vitro Medical Device Regulation (IVDR) (2017/746).
- Assisting the Data Scientist role in activities, data manipulation and cleaning of data, and continuous improvement of complaint handling reports to meet the changing needs of the business. Conduct and participate in design specification reviews.
- Lead, train new hires, schedule daily plan and communicate with TPMs and internal teams to maintain our data.
- Brainstorm Improvement to NPR Process and tools by gathering data on existing quality tools. Work effectively independently and in cross functional team environment.
- Perform investigation of complex and highly technical quality issues to ensure the timely completion of investigation activities.
- Investigate and root cause analysis techniques of product complaints from the field as part of post market.
- Provide feedback on the verbiage used for completing NPR process.
- Manually verify test processes prior to implementation using common electrical test equipment.
- Conduct additional investigation activities of reportable complaints where there is no product returned.
- Obtain and document the review of investigation activities.

Hurmuz and Sadra Company: (Help Desk/Network Administrator) Shiraz, IR

Dec 2013 – April 2015

- Designed, Implemented and configured small to medium sized (LAN/WAN) networks via routers and switches (Cisco IOS).
- Monitored, alerts, log, and error checking of LAN/WAN and telecom devices.
- Established security policies such as firewalls and intrusion detection systems.
- Performed troubleshooting using Packet capturing and sniffer reading.
- Analyzed and debugged interface issues between software layers and between software and hardware.

Valiasr Telecommunication Center: (Intern) Shiraz, IR

Jun 2010 – Dec 2013

- Performed with IDF and MDF to troubleshooting telephone exchange, Customer-premises equipment, WAN and LAN environment, Backup systems, Networking, and connections; Oversaw the running of data cables during the installation.
- software and hardware problems, analyzed call logs and to spot common trends and underlying problems.
- Resolved, diagnosed and troubleshoot network issues, configured operating systems and used remote desktop connections to provide immediate support via phone, email. Provided step-by-step technical help, both written and verbal.
- Installed and configured computer hardware, operating systems and applications, monitor and maintain computer systems.

ADDITIONAL EXPERIENCE:

Sherwin Williams: (Supervisor, While I was getting ready for Master Degree) Plano, TX

May 2015 – April 2017

- Supported all aspects of store operations, included customer service, marketing, merchandising, inventory and store safety.
- Supervised and trained store staff, contacting customers to generate sales leads, strong work ethic, project completed.
- Conducted lead generation calls which improved the wholesale business sales by 100%, goal oriented.