Andrew S. Masiero

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# SUMMARY

I’m pursuing a role as a python developer. My 3+ years of IT experience has been exclusively with Charter. I’ve enjoyed my experiences improving and redesigning processes, creating all sorts of documentation for processes, policy, and training, and improving much needed metrics reporting. But I’ve mostly enjoyed creating solutions through coding small applications and various scripts. I am currently training in Flask, SQLAlchemy, and Bootstrap to learn how to develop web applications.

* Turned a 6-hour job into a 1-hour job
* Redesigned workflow process and Jira tickets for development and release management teams
* Wrote new policy and procedure for release management
* Created reports for release management

# PROFESSIONAL EXPERIENCE

## CHARTER COMMUNICATIONS INC, ST. LOUIS, MO

### IT SERVICE ACTIVATION

#### RELEASE ANALYST

#### April 2022-Present

* Improved deployment management process in SIT from 4-6 hours per day down to 1 hour or less per day
* Completely rewrite business process to establish protocols for release management
* Complete redesign of Jira tickets and workflows for release management and development
* Wrote scripts in Python, Java, JavaScript, and Selenium to streamline work processes
* Organize Confluence team space for documentation, record keeping, workspaces, etc.
* Experience with Jira, JQL, and Jira APIs
* Reviewed and approved change requests for all test environments
* Track releases and maintain records
* Track application versions for test environments
* Served as a liaison between team to facilitate deployment scheduling

#### QUALITY ASSURANCE ANALYST

#### June 2019-April 2022

* Wrote scripts in Python, Java, and JavaScript to aid in workflows
* Developed automated testing scripts using Jmeter and Jenkins
* Experience with REST and SOAP/XML APIs using various tools such as Jmeter, Postman, SOAP UI, and Python scripting
* Worked mostly on the Unified Inventory Management (UIM; an Oracle product) domain as a SIT tester

## Paul Lauschke & Associates Real Estate Inc., Alton, IL

#### BROKER/REALTOR (SELF-EMPLOYED)

#### May 2018-July 2020

* Gained experience using CRM Software to track customers and clients
* Trained in sales techniques and gained experience in interacting with prospects and clients
* Learned how to advertise and promote myself as a broker through print and digital media

# PROFESSIONAL DEVELOPMENT

## TRAINING/CERTIFICATIONS

PC Pro  
Linux Pro  
Network Pro  
Security Pro  
Web Dev Boot Camp

## SKILLS/KNOWLEDGE

Python  
Flask  
Object Relational Mapping (ORM)

SQLAlchemy  
REST APIs  
JavaScript  
SQL  
HTML  
CSS   
JSON  
Bootstrap  
JQL  
Jira API  
SOAP/XML  
Selenium  
Java  
Jira  
Unit testing  
GIT  
Sublime  
Visual Studio Code  
Atom  
Reports  
Automated reports  
Confluence  
Splunk  
Jenkins  
Postman  
SOAP UI  
Jmeter  
ALM  
Automated testing  
Integration testing  
Test case design  
Waterfall  
Agile  
Analytical   
Conceptual  
Negotiation  
Requirements gathering  
Project Management  
Process Mapping  
Work process design  
Change management  
Collaboration  
Interpersonal  
Training  
Mentoring  
Policy, standards, and procedures  
Writing documentation & descriptions  
Jira configuration design  
Workflow diagrams  
Visio and Draw.io  
Word  
Excel  
Power Point  
Access

## EDUCATION

### Bachelor of Science in CMIS

##### Southern Illinois University Edwardsville

#### **GPA**: 3.939