

# Brodey Linderman

Software Engineer

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Results-driven and analytical professional with over 5 years of diverse experience in software engineering, including development and implementation of complex software systems as well as management of all aspects of quality assurance operations. Team-oriented personality with strong organizational and communication skills; effectively working independently as well as with all levels of team members, management, and clients. Demonstrated expertise in coordinating with cross-functional operations, engineering, and various support teams to ensure successful development and implementation of software. Seasoned in using Agile methodologies such as but not limited to: Scrum, Kanban, Feature Driven Development (FDD) to streamline all executed functions, while creating and maintaining various software systems. Highly skilled in effectively utilizing Visual Studio, Visual Studio Code, and SQL Server Management studio to efficiently manage code, queries, functions, and stored procedures to create and maintain code quality and app functionality.

## Areas of Expertise

- Computer Programing & Design
- Complex Problem Solving & Pragmatic Thinking
- Software Testing & Debugging
- Data Analysis & Documentation
- Database Management
- Agile Methodologies
- Leadership & Communication
- Adaptability & Teamwork

## Technical Proficiencies

### Platforms:

- SQL Server Management Studio
- Visual Studio/Studio Code
- Postman
- Version Control (Git)
- Azure Devops
- Splunk
- ServiceBus
- Swagger
- Android
- iOS
- Windows
- Mac

### Languages:

- C#
- JavaScript
- HTML/CSS
- Selenium (C#)
- Python
- SQL
- Java
- C++

## Career Experience

### Itel Laboratories, Inc, Remote

**Sept 2021 – Present**

*Software Engineer (May 2022 – Present)*

*Quality Assurance Engineer (Sept 2021 – May 2022)*

Employed as software engineer on the Critical Ops team, having full access to the production environment and database to make live changes in real time to data and production. Provide support to multiple teams and departments for any reported customer issue faced in Mobile and Enterprise apps.

- Utilize Visual Studio, Visual Studio Code, and SQL Server Management Studio for live data changes and updates. Offer support and develop for multiple websites using HTML/CSS and JavaScript.

Continued...

- Individually debug code to identify issues, their origins and fix corrupted data.
- Employ pair programming to learn the system, code base and duties, ensuring code quality processes are followed. Ensure any issues that arise within claims are resolved within 1 hour SLA time.
- Work with major insurance companies to optimize and guarantee important household claims are submitted on time, debugging issues as they arise, staying in communication with clients for optimal user efficiency within the applications.
- Utilize C# to develop beneficial internal tools for team efficiency, allowing for faster, more affective debugging and rapid repair of issues.
- Ensure all new SQL scripts are optimized to allow for seamless updates to database.

**AgileThought, LLC, Tampa, FL**  
*Quality Assurance Analyst*

**Mar 2018 – May 2021**

Engaged in a multitude of testing methods including user acceptance testing, UI testing, API integration testing, back-end testing, regression testing, and automation testing to establish and implement a variety of quality assurance measures and testing standards. Oversaw applications and products throughout their SDLC. Employed the Agile methodologies in daily processes including sprints, planning poker and daily scrum meetings. Executed SQL queries to examine issues contained within the database, performing joins, selects, subqueries, and update commands to ensure correct data within tables.

- Composed and executed test cases as well as completing ad hoc testing, recording any bugs/defects through Azure DevOps as well as metrics and results to enhance system optimization in software development.
- Engaged in end-to-end testing, testing UI components as well as testing API integrations and back-end data to highlight errors in expected software behavior for financial and logistics applications.
- Utilized Postman and Swagger to test API integration functionality and accuracy.
- Provided education and training to team members to enhance team performance and improve product development.

**Best Buy Corporate, Tampa, FL**  
*Geek Squad In-Home Agent*

**Jul 2017– Mar 2018**

Arranged and managed in-house services for all clients and performed various electronic installations, resolved multiple issues, and established key setups as per company and clients' requirements.

- Identified key issues and necessary repairs with technology provided as well as determined any requirements for enhanced system use.
- Provided installations at client homes, including televisions, receivers, computers, printers, WIFI systems, and whole home mesh networks.
- Facilitated troubleshooting and repair of any found issues within client's installation request to ensure high client satisfaction and client retention.
- Revised and improved team optimum utilization and command line systems to enhance efficiency of executed systems within direct team.
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**Additional Experience:**

- Mobile Electronics Certified Professional Installer, Best Buy, Tampa, FL (2013-2017)
- Facilities Maintenance, Community Bank, N.A., Western NY (2011 – 2012)
- Crew Member, McDonalds, Olean, NY (2009 – 2011)

## Education

### **Bachelor of Science in Information Studies (2017)**

University of South Florida, Tampa, FL

### **Associate of Arts in Business Administration (2015)**

Hillsborough Community College, Tampa, FL