Cameron Leeds

6755 Ridge Moore Dr   678.699.0626
Atlanta, GA 30360   leeds.cameron@gmail.com

Commited to a dynamic team environment, while utilizing ability to contribute knowledge

Experience

CulturaLink, LLC, Atlanta, GA

Implementation Engineer   *May 2018-Present*

- Document existing deployment procedures, while researching new methods to improve CI/CD strategies
- Analyze and execute multiple test cases for different phases of testing in Atlassian's Pipelines - user and regression
- Create ETL workflows to lessen load of business users day to day
- Distribute Video Remote Interpreting hardware (at this time only iOS devices) for client
- Gather information regarding client wireless network's and determine necessary steps for hardware implementation

Sharecare, Inc., Atlanta, GA

Systems Integration and Site Reliability Engineer   *January 2017-May 2018*

- Support operationally critical environment, using monitoring tools and scripts, data feeds and associated scripts, research, and analysis of production issues
- Work directly to both consume and develop API's to enhance communication between internal and external customers, utilizing Swagger
- Interact with clients to generate trust and build relationships, resulting in new integrations
- Proxy as Technical Manager to help the Development team build communication structures for other parties
- Implement and document new and existing features/functions for internal and external consumption, acting as subject matter expert
- Collaborate with development to improve and innovate existing CI/CD tools, strategies; namely moving away from Trunk based development

Cox Communications (Contracted through Tin Roof Software), Atlanta, GA

Technical Support Manager   *March 2016- January 2017*

- Managed and structured in house team of 22 Support Engineers
- Collaborated with high-level and high-skilled executives/managers at Cox to ensure operational support for Video team
- Oversaw beginning to end support system for Cox for escalated support team to ensure newly released Cable TV service is fully supported as the product reach grows
- Undertook strategy creation used in the development of business cases with migrating from Cox propietary Wiki to 'Right Answers', offering a cost cutting solution and grew self-service channels for customers through the use of Right Answers AI and ML
- Served as point of contact for Tin Roof, generating positive results in communicating objectives

Inform Inc. (formerly News Distribution Network), Atlanta, GA

Product Owner and Technical Support Engineer Lead   *January 2015- March 2016*

- Assisted QA in defining user acceptance testing, test cases, and plans
- Exported data from various sources from database into Chartio and configured manual reports for analysis and reporting to partners
- Wrote technical product documents for Sales, Ad Operations, Account Management, and Support
- Managed business expectations for product creation, deprecation, and feature requests through iterative product planning and estimation
- Role of CSPO for Web Player Product team in an environment using JavaScript, Flash, HTML5, SQL
- Drove agile methodologies across all three sectors; creation, management, and delivery of content, driving the implementation of an HTML5 based video player to a previously established Flash video player.

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TMP Worldwide, Atlanta, GA
Technical Support Specialist,   *June 2013 – January 2015*

- Identified and corrected, or identified and advised issues with partner software during implementation
- Worked closely with Product Support Specialists in identifying, troubleshooting, and resolving escalated product issues
- Completed vendor configuration and integrations in a custom CMS platform (Talentbrew)
- Provided internal training and conducted learning forums
- Administered technical consultation to product support to aid in determining connectivity solutions best suited for their needs
- Conducted and assisted with system enhancements, user applications, and quality assurance testing
- Integrated customer XML/JSON RSS feeds with Soap API
- Managed relationship between the support team and our offshore engineering team

IDology, Inc., Atlanta, GA
Analyst,   *December 2012 – June 2013*

- Pinpointed previously undiscovered flaw in server administration resulting in higher acceptance rates and better overall software performance
- Calculated any specified problem's state of affairs and crisis; explored solutions using data analysis practices and arranged analysis reports
- Lead knowledge base meetings around compliance and regulation surrounding identity preservation, such as SOX and COPPA
- Wrote documentation for supporting the verification platform

Key Skills and Experience

Version Control Systems: JIRA, GitHub, Gitlab, Bitbucket, and Git
Familiar Automation/Build Tools: Docker, Drone, GO CD, Circle CI, Pipelines, and Kubernetes
Testing tools/Integration: Selenium, accelIQ, and Honeydew
Databases: Websphere, SQL, and S3
Virtualisation: VM Ware/Airwatch, Virtual Box, Docker, and EC2

Education

Georgia State University, Atlanta, GA   Graduated: December 2012
Bachelor of Arts, Economics