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Technical Summary

Operating Systems: Microsoft Windows, RHEL, Debian/Ubuntu
Programming and Scripting Languages: Python, Java, Powershell, bash
Databases: Postgres, MySQL, MSSQL

Professional Experience

- 01/2007 to Present: Tripwire, Portland, Oregon.

Sr. Professional Services Consultant (Oct 2014 to present).

Provided professional services for Tripwire products and all Apps (Add-ons); Tripwire Enterprise, Tripwire IP360, Tripwire Connect, Tripwire State Analyzer, and Tripwire Configuration and Compliance Manager. Performed mostly government and NERC engagements consisting of deployment, configuration, best practices, integrations, customization, and automation.

Specialized on software development and integration of Tripwire products and third-party APIs. Coded new Apps and product/App enhancements written in Java and Python.

Escalation Engineering. (Three years)

Managed all escalations for the IP360 Vulnerability Management product. Handled production outages, upgrades failure, performance degradation and health, and functionality issues, from beginning to end solution. Coordinated with engineering and development teams to resolve complex customer escalations. Often stepping in to assist customers and the support team on various issues, including production outages. Leading and providing workarounds to key customers in hot escalated issues until a formal solution was available. Developed and delivered packages, patches, and fixes. Interacted with customers for escalation reproduction and environment and developers for additional research and possible solutions or patches.

Software Developer. (Two years)

Main developer for tasks related to the Postgres database. Tasks include upgrades, schema

changes, static data changes, data corruption, and database tuning. Created software enhancements and features.

Sr. Automation and Quality Engineer (Two years).

Drove the automation and testing effort for the QA department, written in Python. Created automated test suites and test cases using a proprietary automation framework for the IP360 Vulnerability Management product. Wrote test plans and cases, and performed functional testing for new features of the appliance prior to automating them. Ran new and existing regression test suites, smoke tests, performance tests, and QA acceptance criteria prior to code acceptance.

11/2005 to 01/2007: Senior Software Quality Assurance. FireEye, Menlo Park.

08/2000 to 11/2006: Senior Software Quality Assurance. Nokia, Mountain View.

07/1999 to 08/2000: Quality Assurance Engineer. Intel, Santa Clara.

06/1998 to 04/1999: Sr. Software Quality Assurance Engineer. Netscreen, Santa Clara.

09/1996 to 06/1998: System Test Engineer. Network General, Menlo Park.

07/1995 to 08/1996: Backline Technical Support Engineer. AIM Technology, Santa Clara.

04/1991 to 07/1995: Gino Morena Enterprises, Unix Network/System Administrator, San Francisco.

07/1988 to 02/1991: Oficentro, Programmer Analyst. Cadiz, Spain.

Education

2017: Tripwire Enterprise Certified and Tripwire IP360 Suite Certified

2010: Kidslogic Instructor Certificate

2005: Associate in Arts degree. College of San Mateo, San Mateo, CA.

2001 to 2005: Nokia Internet Communication.
VoIP Classes
Nokia Security Administration and High Performance Network Security

Introduction to Modern Cryptography. Part I, II, and III Certificates
Spirent Classes
CheckPoint System Administrator, Security Engineer, VPN/Firewall I and II Certificates

1998. Test Management Certificate. Software Quality Engineering

1997: Sniffer University. Menlo Park.
Managing the Network Enterprise with Distributed Sniffer Server.
Troubleshooting with the expert Sniffer network analyzer.
Token Ring network analysis and troubleshooting.

1991: Certificate on Intermediate UNIX. Career Development Institute. San Francisco.

1988: Certificate in Computer Programming. Control Data Institute. San Francisco.