

RESUME

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OBJECTIVE

A Software Quality Assurance or Data Analyst position in the current AI-driven software environment wherein I can use my extensive experience to facilitate smooth, bug-free experiences for clients and end-users as part of a diverse and diligent team.

SKILLS

AWS	Azure	Linux (bash)	Python	Java	MS Windows	MS Office	Datadog	Observe
JIRA	Confluence	Terraform		Selenium	Git	Github Actions	Golang	Grafana
Snowflake (snowSQL)	SQL			Salesforce				

TECHNICAL EXPERIENCE

System Engineering

- Development of various Continuous Integration/Continuous Deployment processes and jobs to facilitate fully automated deployment and testing of ongoing software/runtime releases.
- Benchmarking of software applications to establish performance expectations and reveal potential bugs.
- Manual testing of complex User Interfaces to ensure usability and bug free experiences for end users.
- Design and execution of detailed test cases, dashboards, and monitors to identify potential bugs and/or inefficient routines within applications and programming language

Supervision & Administration

- Provide Level 1 and Level 2 support to determine potential deployment (cloud services), software, and hardware issues.
- Assist application development personnel with proper syntax and efficient rules (LogiQL, REL).
- Assist with cloud (AWS, GCS, Azure) application deployment to ensure proper operation.
- Production of Quality Assurance reports to assure key development personnel of proper performance of existing and newly developed software features.
- Supervision of 4 Engineers.

EMPLOYMENT HISTORY

June 2024-Feb 2025 CI/CD Software Engineer
RelationalAI

Berkley, California

DUTIES: Responsible for developing and maintaining Continuous Integration/Continuous Deployment via GitHub Actions and other automation. Research and develop configurations for AWS and Azure Private Link connections to Snowflake client via Terraform. Develop and maintain tests, dashboards, and monitors to ensure ongoing quality and correctness of various runtime features and functionalities.

2022-June 2024 Product Analysis Engineer
RelationalAI

Berkley, California

DUTIES: Responsible for benchmarking and testing of software applications and REL language during and after development phase. Develop and maintain automated test suites to keep features and functionalities tested on an ongoing basis. Document bugs via JIRA and work with developers to resolve application issues and develop new features. Serve as an interface between the software science/development team and first tier customer support.

2009-2022 Quality Assurance Manager
Logicblox Inc. (Infor)

Atlanta, Georgia

DUTIES: Responsible for benchmarking and testing of software applications and LogiQL language during and after development phase. Develop automated test suites to keep features and functionalities tested on an ongoing basis. Document bugs and work with developers to resolve application and LogiQL issues and develop new features. Assist developers with

proper LogiQL syntax and development of efficient application rules (logic). Serve as an interface between the software science/development team and first tier customer support. Also perform some first tier support as needs arise. Develop and update release documents delivered with ongoing new releases.

- 2004-2009 Network Engineer
Optimi Corporation Atlanta, Georgia
- DUTIES: Responsible for benchmarking testing of software applications during and after development phase. Document bugs and work with developers to resolve application problems and develop new features. Serve as an interface between the software science/development team and first tier customer support. Also perform some first tier support as needs arise. Develop and update technical manuals and release documents delivered with software applications. Serve as project lead for wireless system performance projects in various large wireless telephony markets.
- 1998-2004 Senior System Performance Engineer
AT&T Wireless Services. Denver, Colorado
- DUTIES: Responsible for all phases of wireless system performance for five technologies (AMPS, TDMA, GSM, GPRS, CDPD) for the state of Colorado including production and analysis of system statistics and trending reports, troubleshooting and optimizing problem areas identified by customer complaints and daily reports, analysis and modification of work orders for impact on system performance, recommendations for new site construction or existing site modifications, turn up and optimization of new sites, creation and implementation of retunes using various PC and UNIX based automatic frequency planning tools, and creation of yearly budget for System Performance Dept. Also responsible for the planning, implementation and optimization of a first-of-its-kind 1900 MHz TDMA overlay in an 850 MHz Market using Lucent Technologies infrastructure.
- 1995-1998 System Performance Engineering Manager
AT&T Wireless Services. Denver, Colorado
- DUTIES: Responsible for all phases of wireless system performance for all technologies (AMPS, TDMA, CDPD) including production and analysis of system statistics and trending reports, troubleshooting and optimizing problem areas identified by customer complaints and daily reports, analysis and modification of work orders for impact on system performance, recommendations for new site construction and/or existing site modifications, and turn up and optimization of new sites. Also responsible for creation of yearly budget for System Performance Dept., planning and implementation of new technologies and features, and supervision and evaluation of four system performance engineers.
- 1994-1995 Senior System Performance Engineer
AT&T Wireless Services. Denver, Colorado
- DUTIES: Responsible for all phases of wireless system performance including production and analysis of system statistics and trending reports, troubleshooting and optimizing problem areas identified by customer complaints and daily reports, analysis and modification of work orders for impact on system performance, recommendations for new site construction or existing site modifications, turn up and optimization of new sites, creation of yearly budget for System Performance Dept., and supervision of three system performance engineers.
- 1993-1994 RF Engineer
AT&T Wireless Services. Denver, Colorado
- DUTIES: Responsible for production of search circles and designs of new sites to provide optimal service while minimizing interference and making best use of funds. Also responsible for maintaining system congestion at standard levels, frequency planning for AMPS and

TDMA system, site modification to keep coverage and interference at optimal levels, and production of periodic frequency plan incorporating new sites for the coming year.

1992-1993 System Performance Engineer
McCaw Cellular Communications Denver, Colorado

DUTIES: Responsible for all phases of cellular system performance including production and analysis of system statistics and trending reports, troubleshooting and optimizing problem areas identified by customer complaints and daily reports, analysis and modification of work orders for impact on system performance, recommendations for new site construction or existing site modifications, and turn up and optimization of new sites.

HONORS

1989 Co-Employee of the Year
1993 Circle of Excellence Winner
1993-1994 Chairman - PACE User Board (Performance Analysis and Cellular Engineering - Lucent)
1994-1995 Chairman - AutoPlex Maintenance Users Group – SMcounts Task Force.
1995 Circle of Excellence Winner
1996 President's Team Award - IS-136 Implementation Team
1999 Circle of Excellence Winner

CERTIFICATION

1986	Southwestern Bell Mobile Systems Technical Training School SBMS Certified Technician	Dallas, Texas
1987	Motorola National Service Training EMX 2500 Operators School	Schaumburg, Illinois
1987	Motorola National Service Training DYNA-TAC Low-Density Cell Site School	Schaumburg, Illinois
1987	Motorola National Service Training DYNA-TAC High-Density Cell Site School	Schaumburg, Illinois
2002	LM Ericsson National Training GSM System Engineering	Denver, Colorado
2003	LM Ericsson National Training OSS Operation and Engineering	Denver, Colorado
2003	LM Ericsson National Training EDGE Operation and Engineering	Denver, Colorado

EDUCATION

1978-1982 Lewisville High School Lewisville, Texas
College Prep Courses including Calculus I, Calculus II, Probability and Statistics,
Analytical Geometry
Graduated 5th in class of 750 with GPA 96.1

REFERENCES

References are available upon request.