

Chaance T. Graves

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SENIOR SYSTEMS ENGINEER

Results-driven system applications engineer offering expertise in consistently delivering innovative hardware and software solutions. I excel in problem-solving, enhancing operational efficiency, and accelerating time-to-market for stakeholders via optimal server design applications. My strategic thinking, creativity, and effective communication make me a reliable project manager known for building strong partnerships to leverage system design, embedded systems, and agile software practices.

CORE COMPETENCIES

Best Practices | Process Improvements | Executive Vision Creation | Project / Program Management | Operational Strategy | Influential Decision Making | Client / Partner / Stakeholder Engagement

TECHNICAL PROFICIENCIES

- **Programming / Scripting Languages:** Python – Proficient, C / C++ - Proficient, Java – Basic, JavaScript / Node.js – Basic, Shell Scripting – Proficient
- **Operating Systems:** Linux System Administration for Servers – RHEL / Fedora / Ubuntu, Windows OS, Enterprise NAS.
- **Hardware / Software Tools:** JTAG / ITP, Oscilloscope, Soldering | Docker, Kubernetes, CI / CD.
- **Computer Hardware:** x86 Architecture, ARM, Printed Circuit Board Design, FPGA Digital Circuit Design / Verilog
- **Other:** Requirements Assessments | Troubleshooting | Quality Assurance | Risk Identification / Mitigation | Compliance | Analytics | Metrics | Legal / Regulatory Guidelines

EXPERIENCE

INTEL CORPORATION, Santa Clara, CA

July 2017 - September 2024

Systems and Hardware Enabling Engineer, July 2017 – September 2024

Datacenter and AI Group: Xeon Platforms Systems Engineering

Led account ownership for board design, Power-On, and product development support for designs tailored for general computing, AI workloads, data management, and storage solutions.

- Consistently achieved Net Promoter Scores (NPS) of 80% + by maintaining a consistent closure rate on support tickets spanning debug requests, design reviews, specific technical inquiries, and product enhancement feedback. Over time, these efforts resulted in a 20% reduction in average issue resolution time, strengthening relationships and fostering co-innovation initiatives that accelerated time-to-market milestones for customers.
- Led a team of interns and Jr. Engineers in developing and deploying custom web application and CLI with REST API integration from OpenBMC Redfish protocol responsible for optimizing reference platform management. Streamline manual processes into real-time system configuration and power consumption monitoring in seconds. The project was recognized as one of the top innovative tools in the organization for improving planning and overall reference server utilization.

Platform Applications Engineering Lab Manager, July 2019 – September 2024

Supervised logistics for pre-production hardware and system configuration support for regional account teams and technical experts of Intel Xeon subsystems.

- Developed continuous monitoring tools for lab power consumption and environmental monitoring for temperature and cooling compliance using cost-effective hardware and software solutions. Standardized remote Windows and Linux PC setup and standard software tools via Ansible to control servers while implementing power control units from various PDU vendors to enable effective remote capabilities for various engineering teams.
- Authored Service Level Agreements and Standard Operation Procedures for internal customers, enabling a remote access capable environment for on-demand issue replication, Platform Security, RAS testing, etc.

EDUCATION

Master of Science (M.S.) Candidate, Electrical Engineering, December 2025
Concentration in Computer Engineering / Embedded Systems Engineering
University of Colorado Boulder, Boulder, CO

Bachelor of Science (B.S.), Electrical Engineering
Concentration in Device Science, Nanotechnology, and Information Science Systems
Texas A&M University, College Station, TX

PROFESSIONAL DEVELOPMENT

- AI and Machine Learning Bootcamp, Caltech CTME – California Institute of Technology, Online, November 2023
- Post Graduate Program in DevOps, Caltech CTME – California Institute of Technology, Online, August 2021