

# Daniel Sandoval

## SOFTWARE ENGINEERING MANAGER

### SUMMARY

Experienced in software development, QA, DevOps, user support, and project management, I am currently serving as a Software Engineering Manager, where I coach engineers, provide technical guidance, and oversee projects. I am seeking a new challenge where I can apply my skills to make a positive impact.

### SKILLS

Coding: C#, Python, JavaScript, HTML5, CSS3. Databases: SQL, MongoDB, Neo4J. DevOps: Ansible, Docker, GitHub Actions, ECK. OS: Windows, Linux (Debian). Others: Git, Proxmox, MS Visio, WSL. Projects: SW Engineering, System Design, Planning, PMP, Product Owner, Scrum, QA, DevOps, Reqs. mgmt.

### EXPERIENCE

#### SW ENGINEERING MANAGER

**Intel** – Aug 2021 - Present

Lead a distributed team across the US, MX, and Israel, responsible for Software Development, DevOps/QA, and User Support.

DevOps:

- o Built a DevOps/QA team to implement CI with GitHub Actions, improving code quality and reducing user issues.
- o Standardized test frameworks and consolidated testing practices.
- o Rolled out Ansible for hardware monitoring and Docker/Kubernetes for internal tools, saving thousands of developer hours.
- o Introduced AI-driven documentation and code review tools to boost efficiency.

User Support:

- o Created a support team to improve communication and service for global users of a custom Debian distro.
- o Defined processes, SLAs, and dashboards for transparency.
- o Drove continuous improvement to cut software escapes.

Software Development:

- o Managed 5 US-based developers to deliver C/C++ drivers and apps for next-gen silicon validation.

Other:

- o Led the migration of 200+ repos from GitLab to GitHub.
- o Rolled out Scrum and Kanban, set OKRs and development plans, and secured funding for new virtualization infrastructure.
- o Advise leadership on tech roadmaps and process improvement.
- o Drive site-wide software strategy and lead volunteer coaching and standardization efforts.

#### PRODUCT OWNER

**Intel** – Aug 2015 - Jul 2021

- o Led a multidisciplinary scrum team delivering web applications for Finance, Service Desk, and Learning, serving over 10,000 global users.



### CONTACT

jdsandoval@gmail.com  
+52 3314105486  
Guadalajara, México  
[danielsandoval.me](mailto:jdsandoval@gmail.com)  
[LinkedIn](#) | [GitHub](#)

### CERTIFICATIONS

Project Management  
Professional (PMP)

PMI.org - 2015

Professional Scrum Product  
Owner – PSPO I

Scrum.org - 2021

### EDUCATION

MBA in Business Analytics  
Universidad Autónoma de  
Guadalajara  
2022–2024

M.Sc. in Computer Science  
Universidad Autónoma de  
Guadalajara  
2013–2015

B.Sc.(Ed) in Math Education  
Universidad de Colima  
2000–2005

B.Sc. in Computer Systems  
Instituto Tecnológico de Colima  
1998–2003

### INTERESTS

Programming and AI  
DevOps and QA  
Project Management  
Sports  
Travelling and Photography  
Music (Expert playlist maker 🎧)

- Oversaw product strategy, roadmaps, stakeholder communication, and KPIs.
- Managed project lifecycle, including end-of-life and resource allocation aligned with organizational goals.
- Established and implemented a Product Life Cycle for an Eclipse-plugin app used in next-gen Silicon verification.
- Oversaw backlog, feature delivery, and Scrum processes for a multi-location development team.
- Managed stakeholders, provided training, documented new requirements, and authored technical specifications.

## **SOFTWARE ENGINEER**

**Intel** – Feb 2011 - Jul 2015

- Developed features for an Eclipse-plugin app verifying next-gen Silicon products.
- Managed a tight-schedule backlog and provided support to global users via in-house service desk system.

## **SOFTWARE ENGINEER**

**IBM** – Nov 2007 - Feb 2011

- Developed and supported legacy AS/400 communication modules and mainframe network protocols in C, resolving issues for Fortune 500 clients.
- Built and maintained desktop applications in C++ and C#/XML with MVC architecture.

## **SOFTWARE ENGINEER**

**Coca-Cola** – Mar 2004 - Nov 2007

- Developed and maintained ERP modules using VB, SQL Server, C#, and .NET in a Scrum environment.
- Created reports with SSRS and provided user support and training.