

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105
(555) 432-1000 - resumesample@example.com

PROFILE

Innovative engineer with over 29 years at Alcatel-Lucent Inc. (formerly Lucent Technologies and AT&T Bell Labs) in software development, quality assurance, project management, network integration & deployment support, professional services, and technical lead / management experience for new software / hardware telecommunications products. Strong strategic thinker and team leader. Ability to adapt quickly and effectively to new situations and challenges. The expertise needed and the desire wanted.

CORE QUALIFICATIONS

- **SDLC Engineer** with over 26 years of expertise in software design, programming, and verification
- **Software Quality Assurance Engineer** with over 15 years of software / hardware verification / validation expertise under ISO 9001, Bellcore, and ANSI standards and quality management systems.
- **Project Manager** with over three years of expertise of large scale telecommunication projects
- **Technical Lead** with over 8 years of leading software development teams for medium to large scaled telecommunication switching projects.
- **Web Designer** with over 10 years of web design services expertise for small businesses and non-profits.
- **Professional Services Engineer** with over 3 years of method and procedures expertise for wireless products.

PROFESSIONAL EXPERIENCE

09/1985 to Current Software Design Life Cycle Engineer / Developer (Lead)

Ecs Federal – Washington, DC

- C, C++, UNIX Shell, Perl, CSS, and PHP software design and development for real time, embedded telecommunication systems and support processes.
- Designed and documented software requirements based on customer product teams and Bellcore and ISO standard documents.
- Designed ISO 9001 qualified process called Apt for the department's quality management system.
- Enhanced the ISO 9001 compliant Quick Document Interface (QDI) document control that included the conversion of a perl based QDI's web interface to PHP 5.
- Technical lead for software / hardware design teams of 5 to 50 software / hardware developers for the introduction of 15 new features for 7 customers.

09/1985 to Current Software / Hardware Quality Assurance Engineer (Lead)

Alcatell-Lucent – City, STATE

- Executed developer testing, integration testing, system testing, performance testing, stress testing, regression testing, and conformance / compliance testing of large (750,000 NCL) software and hardware electronic telecommunication switching systems
- Designed and implemented a propriety testing system that encompassed 10,000 test cases in the quality assurance of software / hardware telecommunication switching systems that improved quality by 31% over 3 years and reduced release cycles by 13%.
- Member of the quality assurance team that first met the 99.9999% call throughput for any electronic switching system in the North America region.
- Release engineer responsible for customer software / hardware quality gate acceptance.
- Technical Lead for a quality assurance team responsible for 27 concurrent releases of software to both wireless and wirelined customers.

09/1985 to Current Project Manager

Alcatel-Lucent – City, STATE

- Managed multiple location product and development team for an IP based connection gateway product.
- Interfaced with customer, product team, development team, and the management teams to develop, maintain, and convey a release schedule to meet market needs.
- Technically managed all aspects of development life cycle of product from requirements to verification.
- Single point of contact for management team and development team to coordinate completion of project.
- Developed project plan and coordinated with team members (25 - 30 personnel) to execute it.

2004 to Current Owner - Web Design Services

INTER-connected Web Designs, Ltd – City, STATE

- Provide web site design solutions to the small business market.
- Provide web design services targeted at the small business / start-up business market.
- End to end responsibility of company including, marketing, sales, accounting, customer relations, and customer web site services development and maintenance.

EDUCATION

Master of Science: Computer Science

Case Western Reserve University - Cleveland, OH

3.6 / 4.0 GPA

Bachelor of Science: Computer Information System

DeVry University - Columbus, OH

3.96 / 4.00 GPA

TECHNICAL SKILLS

C & C++	Expert	26	2013
UNIX / Linux Shell Programming	Advanced	15	Current
Web Design - HMTL, CSS, Javascript, Java, & PHP	Intermediate	10	Current

SKILLS

Breadth and depth knowledge of all aspects of the software development life cycle through direct involvement of all stages, software / hardware quality assurance of medium / large telecommunications switching systems that were first to achieve the 99.9999% call throughput rating in North America, adaptive to new roles with a very short learning curve - quick productivity, Technical Lead and Project Manager for large scaled project, ISO 9000 & 9001 quality management system developer, C, C++, Perl, UNIX, Linux, Shell Programming, PHP, Javascript, JAVA, CSS, HTML, Photoshop, Solaris, SS7, Wireless, Professional Services,