Felicia Hsieh

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Project Manager with Full-stack Software Engineering skills in networking and scaling large projects. I am devoted to continuously learning.

EXPERIENCE

Lawrence Berkeley National Labs, Berkeley, CA   2014 - 2017
Computer Systems Engineer 2
- Created 6 new IT classes on Google Docs, Sheets, Sites, Forms, & Groups in 4 months.
- Trained 300 lab employees in 40 classes in 3 months.
- Set up a new IT Training website for class registration, scheduling, and class material.
- Created automated tests using Selenium with Java, TestNG, Maven with 3rd-party companies (SauceLabs, BrowserStack, Blazemeter). Proved newer Google AppScript and Caspio apps could replace existing apps.

IntegriTeam, Mountain View, CA   2011
Program Manager
- Added dozens of cache servers at international ISP's to offload Google's Core network backbone.
- Continuously monitored where the next set of configured servers should be deployed.

Wireless Facilities Inc, Mountain View, CA
Program Manager
- Built out 5 high profile, municipal and enterprise wireless (802.11 Wi-Fi) projects in less than a year on contracts worth $15K - $1.6M.
- Coordinated teams of engineers, construction subcontractors, vendors, RF site surveys, wireless design, radio deployment, testing, quality control, inventory, procurement, invoicing, documentation, hiring to deploy hundreds of Wi-Fi access points around cities. Customers included City of Tucson, Google (Las Vegas & Berlin), City of Temecula, and Harris County MTA, and City of Houston.
- Established and turned up the new WFI Tucson satellite office in 7 days.

AT&T CERFnet, San Diego, CA
Sr. Project Manager
- Led AT&T's first successful DSL service offering in 3-6 months by building up and actively managing 4 concurrent DSL trials (2 for AIS, ALS/LNS, WorldNet).
- Was key in evolution of trial to company's first nationwide rollout by working with 75 people daily, processing 2,200 orders in 6 months. Conducted training for staff and created website for operations.
- Helped expand DSL ATM backbone architecture to reach 58 metropolitan areas. Involved in all aspects of Time-To-Scale (Infrastructure Build-out, Provisioning, NOC, Customer Care, Billing, Training, Process Improvement, Intranet, Sales, Support, Vendors, ACD 877-xDSL-ATT). Was on-call 24x7 for 1.5 years, including Y2K.

- Started new Intelligent Content Distribution service (web caching).
- Promoted in less than a year.

Conexant (Rockwell Semiconductor)
Product Manager
Saved company $250,000 in unauthorized charges by distributors by actively managing and analyzing SDSL $18 million dollar business. Managed shipments, bookings, and orders that met the Annual Operating Plan. Supported Sales' design-wins.
Managed all SDSL software licensing and new ZipStartup product.

Racal-Datacom
Product Manager
Released the first product launch material for the WINhub RASMega, RASPlus, and RASPC remote access server products. Gathered competitor intelligence and met with customers.

PROJECTS

FlyinIn	Calculates when to leave for the airport to pick up your friends or family.
Airbnb clone	Cloned the popular online platform for rental accommodations
Printf	Implemented C's printf() function
C shell	Wrote a basic C shell

EDUCATION

University of Miami	Master of Business Administration
Rutgers University	Bachelors of Science in Electrical Engineering
Rutgers University	Bachelors of Science in Computer Science

PROFESSIONAL DEVELOPMENT

Holberton School	Software Engineering
College of San Mateo	Web Development
College of Dupage	Certificate in Internetworking (CCNA)

TECHNICAL SKILLS

Project Mgmt	Microsoft Project, SmartSheets, AirTable
Office	Google Docs, Sheets, Slides, Microsoft Office, Word, Excel, PowerPoint
Management	Strategy, Leadership, Analysis, Marketing, Integration
Programming	C, Python, MySQL, Javascript, Java, Objective C, PHP