# 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
- Managed 4 people to add 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.

**Intel / Trillium**, Schaumburg, IL
Product Marketing Engineer
- Actively support ATM, Frame Relay, and MPLS software protocol stacks despite declining engineering budget, support, and management priorities. Analyzed market share for first MPLS release. Updated all marketing collateral and realigned pricing.
- Visited customers on-site and supported Sales to increase revenue.

**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.

**Motorola**, Schaumburg, IL
Software Engineer
- Created technical GUI requirements. Developed DOS based RSS (Radio Service Software) to support new features and bug fixes in iDEN/Nextel subscriber releases. Co-developed Radius' RSS code for the newly introduced SP50 two-way radio.
- Created the first WYSIWYG prototypes using Zinc, Protogen+, and Turbo C for the next generation RSS. Added new GP88 radio China requirements to the RSS for its introduction. Coded new enhancements and bug fixes in support of GP300 and GM300 two-way radios.

## PROJECTS

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|---|---|
| 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 | Wrote my implementation of C's printf() function |
| C shell | Wrote a basic C shell |
| RPN Calculator | Wrote a reverse polish notation bytecode calculator |

## EDUCATION

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|---|---|
| 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

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

## TECHNICAL SKILLS

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|---|---|
| Programming | C, Python, MySQL, Javascript, Java, Objective C, PHP |
| Web | mySQL, HTML, CSS, WAMP |
| Tools | Git, Nginx, Apache, HAProxy, Puppet, Selenium, ArcGIS, bash |
| Office | Google Docs, Sheets, Slides, Microsoft Office, Word, Excel, Powerpoint |
| Environment | Mac, Linux, Win, Vagrant, Docker |
| Project Mgmt | Microsoft Project, SmartSheets, AirTable |