

Gabriel Pettus

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Bachelor of Science, Metropolitan State
College of Denver.
Physics and Mathematics Double Major

Certificate, University of Denver
Full Stack Web development Bootcamp

TS SCI SSBI May 2017
w/CI Polygraph July 2018

CompTIAA Security+
Raytheon Technical Honors

Technical Experience

- | | | |
|--------------|-------------------|----------------------|
| • HTML | • AJAX | Relational Databases |
| • CSS | • NODE.js | • MySQL |
| • JavaScript | • Perl | • SQL*Plus |
| • React | • Shell Scripting | • ORACLE |
| • DOM | • Laravel | • Sybase |
| • jQuery | • MS Office | NoSQL Databases |
| | | • MONGO |

Work Experience

ICR Inc. Feb 2019 – Present <http://icr-team.com/>

- Provide domain expertise
- Testing
- Demo
- Schedule Maintenance

CACI/BITSystems Inc., Nov 2013 – Feb 2019 <http://www.caci.com/bit-systems/>

- Design
 - Analyze data and data model to optimize data-driven solutions to functional and performance problems
 - Advocate for user and customer needs in an “Agile Product Owner”-like capacity
 - Lead major baseline team to parse Statement of work to ensure that all functional, cost, and timely ness requirements are met
 - Interact frequently with users to identify unvoiced software needs
 - Organize, set up, and facilitate technical engineering meetings with users to evaluate design and meetings to evaluate and incorporate feedback for new functionality
 - Present technical designs and proposed concept of operations changes to users through presentations, interactive discussion, and hands-on demos throughout the maturation of the software
 - Coordinate with external systems (often from direct competitors) to design and/or implement both documented and undocumented interfaces (APIs : RESTFul, SOAP, XML, JSON, XDR, binary)
 - Creation of new, and modification to, interfaced control document-defined interfaces to meet technical needs of all stake holder systems
 - Determine interface needs and performance requirements with software team

- Work with customers, users, external systems, and software team to determine and document technical design for enhanced and new software capabilities including integration (and incorporation) of external systems
- Analyze existing external system functionality in order to determine an approach for incorporation into NRT
- Develop CONOPs for both internal NRT processes as well as the overall system, of which NRT is just one of many systems
- Modify and create existing software requirements in order to capture new or modified software functionality
- Testing
 - Create and execute test procedures at a capability, system, interface, regression and requirement level for internal evaluation
 - Creation and execution of customer-witnessed test procedures focused on proving software satisfies functional, interface, and performance requirements
 - Data creation and environment management for software test suites, including coordination with external systems
- Training
 - Develop course material for presentation and exercises to address new and existing NRT functionality
 - Teach courses to users of different experience levels in formats including lecture, classroom, hands-on exercises, impromptu demos and “side saddling”
 - Develop and present program-specific training for new hires
- Integration
 - Coordinate with customer sites leading up to installation events in order to ensure site systems engineering and users are satisfied that preparation, prerequisites, and logistical needs are met
 - Coordinate with customer, user, and site leadership during software integration to ensure minimum impacts during multi-site software installations
 - Provide ongoing support to operations in the form of technical troubleshooting, impromptu training, data migration before and during operational readiness demonstration periods, typically lasting 4-6 weeks
 - Provide onsite installation support
 - Support site system administrative teams as needed
 - Coordinate with site system engineering, integration, and operation teams to ensure timely installation with minimal impacts to operations
 - Coordinate with external systems at TTO for interface checkout
- Operational baseline maintenance
 - Provide in-person and phone support to users and maintenance to evaluate and troubleshoot operational problems
 - Document software deficiencies
 - Coordinate software deficiency solutions with users, customers, and software team
 - Test software deficiencies and functionality in software areas related to actual solutions
 - Facilitate customer witnessing of testing of software deficiencies
- Management
 - Ensure that baseline meets customer-mandated process, milestones (tied to award fee), and technical requirements, and that baseline will be accepted by the users
 - Report to program manager
 - Work with customer and customer Systems Engineering Technical Advisors to address schedule and technical problems
 - Mentoring of junior systems engineers

Raytheon Company, May 2001 – Nov 2013 <http://raytheon.com/>

- Provided routine Echelon 1 Support/ Maintenance
 - Provided 24-hour support (phone and call-in) to high-priority operational systems
 - Provided technical training and concept of operations support to users, including backup support for operations

- Analyzed and troubleshoot software, interface, and processes
- Generated and managed software deficiency documentations
- Provided customer representation for new projects as a subject matter expert and advocate for operations
- Provided TIP (integration) support
- Performed system monitoring, analyzing and documenting performance and conducting trend analysis as required
- Developed and maintained a tool baseline to augment software functionality; examples include
 - Created and maintained custom web tools and automated reports
 - Implemented interface control document defined interfaces using SQL*Plus, PERL, shell scripts
 - Created and maintained tools to parse external system data and populate operational database
 - Created and maintained tools to assist users in streamlining their work flow and with performing daily analysis tasks
 - Created and maintained shell scripts to migrate data to and maintain offline test, train and analysis environments
- Development and deployment of a system designed integrate to replace three existing operational systems
 - Worked with users and customers to develop requirements, specifically in the context of legacy tool replacement
 - Coordinated and developed interfaces to multiple existing systems
 - Developed test plans
 - Worked with independent test organizations to develop and execute test procedures
 - Coordinated and facilitated testing with external system
 - Integrated new systems into an operational environment, including data migration
 - Developed training documents
 - Provided user training
 - Wrote and maintained supporting documentation