Israel J. Pattison

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Senior Software Engineer

▸ DevOps ▸ Problem Solving ▸ Quality Assurance ▸ Leadership

✓ Analytical, highly adaptable software engineer with extensive 18+ years of experience developing, deploying and evaluating software while improving product quality.

✓ Skilled in DevOps and Agile Methodologies, test plan development, execution, and test automation.

✓ Skilled troubleshooter continually focused on identifying, isolating and resolving technical issues.

✓ Strong knowledge and skill within Linux-based server environments, along with all peripheral processes.

✓ Strong communicator, skilled in building and strengthening relationships to drive cohesive, strategic operations.

Software Engineering
DevOps Methodology
Automation
Hardware Integration
Troubleshooting
Software Requirements
Quality Assurance
Test Plan Development
Team Leadership
Communications

SKILLS & EXPERTISE

Software Engineering: Team Leadership, Agile, DevOps, Project Management
Engineering Tools: JIRA, Confluence, trac, Request Tracker (RT), TWiki
Proficient Languages: Python, shell scripting
Additional Languages: XML, Perl, C++, Java
Source Control: Subversion, git, Mercurial, GitLab, GitHub
Continuous Integration: automation scripts, Jenkins, Electric Cloud
Networking: IPv4, IPv6, iproute2, firewall, tcpdump, Wireshark, switches and routers
Virtualization & Containers: Docker, Oracle VirtualBox, VMWare ESX, orchestration
Operating Systems: Red Hat Enterprise Linux, CentOS, Solaris, Windows

EXPERIENCE

Team Lead, Development & Quality Assurance   April 2007 - March 2017
▸ Oracle – Morrisville, North Carolina
Improved product reliability and customer satisfaction by leading a geo-diverse team of quality assurance testers focused on automation and product performance.

Provided planning, estimation and leadership for software development and quality assurance teams using agile principles and teleconferencing solutions including leading daily stand-up meetings, attending weekly backlog grooming meetings, and managing team InfoDev using TWiki, Trac, Confluence and JIRA.

Collaborated with other team members to develop an in-house automated testing framework which we used to author, review, execute and report on test plans written in XML, PHP, Python and BASH.

Reviewed engineering requirements with developers and project management in order to develop, execute and report on both manual and automated feature test plans.

Improved team productivity by designing, implementing and maintaining reliable test beds and development systems for testers and developers including isolated test networks, virtualized services and ingress for testers and developers.

Maintained team hardware resources including HP Proliant and Oracle Sun blade and rack-mounted servers, HP Oracle and Cisco Catalyst switches, and Netropy WAN Emulator by configuring on-board management tools, updating firmware, troubleshooting issues and replacing components as needed.

Senior Software Engineer   December 2006 - March 2007
▸ Symantec Corporation – Durham, North Carolina

Release management and operations support for license management tool on Solaris and Linux. Responsible for managing the product build and release process as well as operations – lab, hardware, software and networking – for multiple teams developing legacy Veritas products including BackupExec and NetBackup.

Systems Administrator & Network Engineer   October 2005 - November 2006
▸ Global Knowledge Training, LLC – Cary, North Carolina

Built all aspects of virtualized learning environments via VMWare for remote e-Learning division of major technology training company. Oversaw System Administration and Network Engineering; managed Cisco networking hardware on behalf of system users. Responsible for installing, configuring, and maintaining Linux-based production services.

Software Engineer   January 2001 - September 2005
▸ IBM – Research Triangle Park, North Carolina

Quality assurance and operations for IBM WebSphere and Storage Networking products

- Developed and executed automated tests for E-Commerce software
- Maintained lab services for a geo-diverse software development team
- Managed lab resources for SAN and NAS product development

CERTIFICATIONS

Atlassian Certified Professional   September 22, 2017

Agile Software Development with JIRA Software

Built on my existing knowledge and skill in agile software development, this certification focuses on configuring and optimizing the JIRA Software for teams.

Red Hat Certified Engineer   October 8, 2004

Red Hat Enterprise Linux 3 | Certificate Number: 803004080512357

As a Red Hat Certified Engineer, I have demonstrated the skills, knowledge, and abilities required of a senior system administrator responsible for Red Hat Enterprise Linux-based systems.

TRAINING

devopsdays Raleigh   September 7-8, 2017

devopsdays | Raleigh, North Carolina

Devopsdays is a worldwide series of technical conferences covering topics of software development, IT infrastructure operations, and the intersection between them. I attended sessions on a wide variety of topics including instrumentation, monitoring, organizational culture and challenges to implementing agile processes.

Scrum Master Boot Camp   February 2017

Oracle | Morrisville, North Carolina

An intense week-long program teaching Scrum values, practices, and applications. I am working to achieve a level of knowledge and expertise above and beyond that of typical project managers. Through this course I hope to become more of a "servant leader," helping the rest of my team work together and learn the Scrum framework.

Agile Boot Camp   February 2017

Oracle | Raleigh, North Carolina

I'm learning to apply the basic practices of Agile software development processes. In this course, I was able to apply what I've learned in a series of exercises including identifying user stories, project/release planning, iteration planning, and execution. In this course, I also practiced building and managing a Product Backlog, a Sprint Backlog and a Release Plan.

devopsdays Raleigh

October 6-7, 2016

devopsdays | Raleigh, North Carolina

Devopsdays is a worldwide series of technical conferences covering topics of software development, IT infrastructure operations, and the intersection between them. I attended sessions on a wide variety of topics including automation, testing, security, and organizational culture.

Other Courses

Linux Internals, IBM Education	July 2004
Leadership in the Project Team Environment, IBM Education	July 2003
Project Management Fundamentals, IBM Education	July 2002
Storage Area Networks, IBM Education	September 2001
Java Language Essentials, IBM Education	June 2001
Java Programming Fundamentals, IBM Education	June 2001
DB2 SQL Workshop, IBM Education	June 2001

EDUCATION

Coursework in Computer Science

1997 - 1999

North Carolina State University | Raleigh, North Carolina

Additional undergraduate coursework in computer science as part of a certificate program at the North Carolina State University College of Engineering

Bachelor of Arts, Psychology

1992 - 1997

Roanoke College | Salem, Virginia

Coursework relevant to quality assurance and test: Tests & Measurements, Experimental and Correlational Research Design

OTHER INTERESTS

Chair, Consumer and Family Advisory Committee

2009 - present

Alliance Behavioral Healthcare | Durham, North Carolina

As a publicly appointed member and chair of this statutory committee, I advise the Local Management Entity/Managed Care Organization responsible for managing Medicaid funding for behavioral healthcare in Central North Carolina.

Ham Radio Operator

1989 - present

I hold an Amateur Extra class amateur radio license grant from the Federal Communications Commission. My call sign is NC4IP.