
Frank Avery

Software Engineering Team Leader

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Hi.

I'm Frank, a technology aficionado and people person. I enjoy using my technical skills to reduce frustration, create amazing online experiences, and grow careers.

SKILLS

Programming - PHP, .NET, JS, TS, Angular 2.0, Python, Unity (C#, JS)

Platforms: Windows, Mac OS X, Linux (various), Android (C#), iOS (C#), Raspberry Pi

DevOps - AWS, Azure, GCP, Docker EE, Terraform

Enterprise - GitHub, TFS (Azure DevOps), Atlassian Suite, Office 365

Leadership - Recruiting, Interviews, 1:1s, Performance Evaluation, Career Guidance

EXPERIENCE

Quicken Loans, Detroit, MI - *Team Leader, Engineering*

JANUARY 2018 - NOW

- Hand picked and developed a team of cloud migration engineers.
- Migrated and improved multiple APIs, services and front-ends to cloud infrastructure.
- Led and developed a Tier 3 engineering onCall support team.
- Reduced incidents and client issues through database administration.
- Ran DevOps workshops in order to reduce development cycle time.
- Facilitated AWS Solution Architect Associate training.

Quicken Loans, Detroit, MI - *Software Engineer*

AUGUST 2015 - DECEMBER 2017

- Software engineering work on Rocket Mortgage and supporting systems
- Support for external business relationship requirements

- Agile Scrummaster experience on a 10 person development team.
- Performed engineer interviews, leadership training and professional development communities.
- Handled many deployments, technology incidents, maintenance windows and on-Call issues.

Barracuda Networks, Ann Arbor, MI - *Portal Web Engineer*

SEPTEMBER 2012 - AUGUST 2015

- Rescued a hacked PHP forum and upgraded it with a new stable framework
- Wrote front-end markup and API integrations for forum website
- Worked with the CEO remotely to tweak UX to perfection

Barracuda Networks, Ann Arbor, MI - *Technical Support Engineer - T2*

JULY 2010 - AUGUST 2011

- Worked with clients directly over the phone to diagnose and repair network devices
- Guided and trained other T1 support representatives
- Wrote automated scripts to perform managed services duties, send emails, clear space on hard drives and reset stuck network connections.
- Worked with international clients at all hours

Radford University, Radford, VA - *General Manager, Media Dept.*

AUGUST 2005 - JUNE 2010

- Managed a team of 9 other work-study employees
- Responsible for an entire building an over 1M in studio equipment
- Processed reviews, promotions, hiring/firing, training materials

Circuit City, Firedog Support, Colonial Heights, VA - *Support Technician, FireDog (Geek Squad clone) support desk.*

MAY 2004 - SEPTEMBER 2004

- Worked with shoppers to determine the right choices in technology
- Repaired broken and infected computing equipment
- Managed support queues for hardware, software and stocking duties

EDUCATION / CERTIFICATIONS

- **Radford University, Radford, VA** - *BS - Web Design / Communications, May 2010*
- **AWS Solution Architecture Associate** - Detroit MI, January 2019
- **Service Oriented Architecture Training** - Detroit MI, September 2018
- **SAFe DevOps Engineer** - Detroit MI, June 2018
- **SAFe PO/ScrumMaster** - Detroit MI, January 2018