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| Laleh Shabnavard |
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**Security Clearance: Level II (Secret) #:95737244-0001482524 valid until 2023**

**ProFessional ProFILE**

Self-motivated, flexible, and result-oriented Senior Test Engineer with 15+ years of wide-ranging testing experience. Hands on experience with setup, provisioning, and configuration of network systems. Experienced in reading, manipulating, and developing scripts for test automation. Respected by both peers and clients for technical, interpersonal, and communication skills.

**tECHNICAL SKILLS**

* Network concepts: Protocols and layering, Modulation, Multiplexing (TDM, FDM), Switches and Switching, IP prefixes and forwarding (IPv4/IPv6, ARP, DHCP, NAT), Datagram (IP) and virtual circuit models (MPLS), Routing, Policy and Interdomain (BGP), Service models: UDP/TCP, Naming (DNS), Web Protocols (HTTP, SSL/HTTPs)
* Network Protocols: SONET/SDH, Ethernet, SIP, UMTS, WiMAX
* Network Management Tools: Site Manager, Preside Management, NMS
* Web Technologies: HTML, CSS, XML, REST, SQL
* Languages: Scheme (DrRacket), Python, C++, C, Bash Script
* Platforms: Desktop (Windows, MacOS, Linux), Mobile (iOS, Android, BB) 10 foot, Game consoles
* Management Tools: ProStat, HP Mercury QC, Integrity MKS, ApTest Manager, JIRA, Trello
* Version Control Systems: GIT/GitHub, SourceTree
* IDE and Text Editors: Xcode, Android NDK, Tizen IDE and Studio, Visual Basics, Sublime, Vim
* Automation Tools: Robot Framework (RF) using Selenium2 and Groovy libraries, Appium
* Software Tools: Putty, Filezilla, Oracle SQL developer Data Modeller 3.1.x, GNS3 Network Simulator
* Cloud Technologies: Web application, Application Servers, Hypervisor Virtualization: VMware (vSphere Client and ESXi 5.5.0, Fusion 10)

**PROFESSIONAL EXPERIENCE**

You.i TV Dec 2016 - present

***Senior Software Tester***

**SDK Product Team** – Regression prime on You.i Engine (aka SDK), a single code base (C++) product to build cross platform Video apps, delivering smooth interfaces at 60fps using GPU, built on four pillars of computer graphics, networking, input, and platform integration.

* Managed regression activities per release to ensure all new and existing SDK APIs were exercised and functional. Completed 12 regression activities that required testing 77 apps on all platforms.
* Tested end-to-end workflow Design: exported compositions from Adobe After Effects (AE) were used as assets in SDK apps.
* Compiled GitHub managed C++ source code for SDK and tester apps exercising new APIs. Ensured all apps launched on 10+ target platforms - Desktops: MacOS, Windows 10 (UWP), Linux; Mobile: iOS, Android (Handset, Tablet); 10 foot TV: Amazon Fire TV, tvOS, Tizen, consoles (PS4, Xbox One), using array of IDEs: Android NDK, Tizen Studio, Xcode, and Visual Studio.
* Established SDK test infrastructure: introduced JIRA to manage test activities, raise and monitor bugs, and produce reports; authored Confluence pages describing four pillars of You.i Engine product: Computer Graphics, Networking, Input, and Platform integration, and outlining test processes and best practices.
* Familiar with architecture of You.i Engine Cloud solution for deploying Video apps on Roku platform.
* Developed scripts to automate app build and deployment on all platforms.
* Primed testing of build system migration to CMAKE, suggested changes that improved usability.
* Tested APIs for Websockets on UWP and PS4 platforms.
* As Hack Day project, modified JSON file input to VideoPlayer sample to display new content uploaded to MPX VideoPlayer Content Server as new feed.
* Worked well in agile teams and strong matrix organization.
* Built strong working relationship with all team members: test, dev, design, knowledge services, and management.

QSI Apr 2014 – Oct 2016

***Interoperability Engineer Contractor***

**Mitel Networks (SIP CoE)** – Engaged with 30+ vendors to complete Mitel Alliance Solutions (MSA) interoperability certification.

* Performed SIP Trunking and SIP Line side testing on an array of third party SIP servers (PBX) and phones with Mitel equipment against SIP standards specially RFC 3261.
* Added new test cases to improve gaps in test coverage.
* Provided accurate results and authored Technical Configuration document containing recommendations for field deployment.
* Strong hands on experience with an array of Mitel products: SIP servers (MiVoice Business, MiVoice Office, MX-ONE, A5000), boarder gateway (MBG), and phones (Mitel 53xx, Aastra 68xx, UC360).
* Experience with Hypervisor VMWare (vSphere Client and ESXi 5.5.0), built virtual machines from OVF or OVA files, and cloud applications (MiCollab, MiCC).
* Hands on experience with other vendor (Cisco, Polycom, Bria) equipment: audio or videophones, softphones, SIP DECT or wireless phones.
* Expert in capturing and analyzing Wireshark traces to verify SIP call flow, negotiated media settings, and investigating call issues.
* Valued on clear communication of issues with management team and external partners to either assist in their resolution, or understanding of the certification outcome.

Tenthline Inc. Oct 2013 – Mar 2014

***QA Engineer Subcontractor***

**Courts Administrative Services (CAS) –** Sole QA engineer for migration to Alfresco document management system (DMS) ensuring all features and functionality supported by legacy applications were supported by Alfresco, and migration remained transparent to end-users.

* Front-end testing of end-user applications with back-end validation, ensuring Alfresco RESTful relational database was accessible by all revised functions and stored procedures of existing SQL databases serving end-user applications.
* End-user applications were both web-apps and desktop applications launched from LDAP authenticated single web portal.
* Test cases were automated when possible with ‘Testing Anywhere’ tool.

Macadamian Technologies Nov 2011 – Sep 2013

***QA Engineer Subcontractor***

**Hybris –** QA lead for globally setup agile test team tasked with integration of two modules to N-Tiered e-commerce multichannel application suite. Web services (CIS) and work flow engine (OMS) modules were integrated as add-ons to existing Accelerator platform.

* Managed QA activities of two workstreams (WS), developed and executed exploratory and black box system level test cases. Provided high-level keywords for RF automated tests.
* Tested from early stages of compiling Java source code, to getting version controlled Jenkins builds.
* Skype daily scrum calls with development team, product owners, and project managers of both WS.
* Represented QA in Sprint planning and Sprint demos.

**Harris –** Sole QA Engineer embedded in third party agile development team tasked with developing the next generation position user interface (PUI) prototype application interfacing with a simulated core in compliance with FAA guidelines. Client won the multi-million dollar contract based on superior quality of prototype.

**Avaya -** Owned regression testing of Avaya’s VoIP Flare application versions: Communication and Experience, running on iOS and Windows platforms. Met all major milestones of a tight schedule for integrating new features into both platforms.

Research In Motion (now BlackBerry) May 2008 – Aug 2011

***Software Test Specialist***

Continuously assessed quality of new features developed for BlackBerry Maps (BBMaps), GPS, and Geolocation applications collectively known as Location Base Services (LBS) built on BlackBerry OS running on an array of GSM/UMTS and CDMA BB devices supported per release. Executed manual black box testing of all new features while regressing existing features. Testing included mostly front-end user application testing with limited back-end LBS server testing.

Nortel Jan 2000 – May 2008

***WiMAX Verification Engineer*** Aug 2006– May 2008

* Assessed upgrade quality of first-release WiMAX solution.
* Upgraded NMS (Network Management System), setup as high availability cluster of SUN Solaris servers.
* Upgraded NEMS managed network elements (NE): ASG, BTS, and CSN (AAA, DHCP), using Network Element Management System (NEMS) application, and validated results through direct CLI access into each node.
* Calls were setup as post-upgrade sanity check.
* Worked against many obstacles to achieve all milestones.

***UMTS Verification Engineer*** Oct 2004 – Aug 2006

* Tested simulated Radio Network Controller (RNC) to ensure communication with NodeB and Core Network (CN), as new features integrated into the release.
* Setup UE and core initiated calls to test Iu and Iub interfaces and access stratum protocol stacks according to Release 99 architecture.
* Executed automated test suites designed to test UE and core initiated CS (circuit switched) and PS (Packet switched) calls, cycled through AMR, Cell FACH, Cell PCH, Handover (soft and softer) cases.
* Used call flow diagrams and logs to do fault analysis.

***Optical Verification Engineer*** Jan 2000 – Oct 2004

* Contributed to full cycle product development and deployment of end-to-end OPTera Metro 3000 (OM3K) solution with a focus on bandwidth management, connection services, traffic protection, and security management.
* Hands-on experience with configuring SONET networks: linear, UPSR and BLSR rings operating at different rates, carrying SONET payloads with various virtual tributaries mapped to it.
* Assessed traffic protection and switching upon fault insertion.
* Performed some interoperability testing of OM3K, with Optical Long Haul (DX) and OM5200 multiservice platform.
* Hands on experience with Site Manager and Preside Management solution for OM3K.
* Selected to join SuperComm 2002 team to coordinate Optical booth setup and engage with potential costumers to share product information.

**EDUCATION AND TRAINING**

**Bachelor of Applied Science** with **Co-Operative Education**, University of Ottawa

**Bachelor of Science**, University of Ottawa

**Coursera**

* Computer Networks – University of Washington – Statement of Accomplishment (SOA)
* Introduction to Systematic Program Design (using DrRacket) – University of British Colombia – SOA with distinction
* Fundamentals of Programming: Python – University of Toronto – SOA

**Other training**

* Completed tutorial on Cloud Computing
* Hands-on experience with Boson Network Simulator 9.0 application. Designed, configured, and troubleshoot simulated networks that routed and switched virtual packets
* Speech Craft Certificate, Nortel Networks Ottawa ToastMasters Club
* Working towards CCNA certification. Experience with GNS3 using local server, and GNS3 VM with Virtualization software on Mac OS to create an array of L2 and L3 network topologies.