

SKILLS

Ruby

MySQL

HTML

CSS

JavaScript

JQuery

Bash

Microsoft Office

PostgreSQL

MongoDB

Docker

PHP

OracleDB

C++

Python

Java

Saltstack

Kubernetes

Browserstack

Microsoft Exchange

Bomgar

Kaseya

True Crypt

Mozy Online Backup

Backup Exec

Mathematica

Altigen IP Phone System

Windows OS

MAC OS X

Linux OS

Windows Server

WORK EXPERIENCE

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Senior Quality Assurance Engineer

Oracle Corporation

February 2017 - March 2019

Indianapolis, IN, USA

- Continuation of Quality Assurance Engineering role with additional responsibilities.
- Engineered and Implemented code changes to assist with development team for bugs and design updates.
- Maintained Saltstack configuration scripts for development, test, qa, and production environments. As well as scripts for bootstrapping developers host machines.
- Served as Compendium's project manager. Tracked and reported on development progress to assure deadlines were not missed.
- Lead Quality Assurance Engineer for a new Application Management Cloud Product (AMS) within the Oracle Cloud.
- Created and maintained an automation testing suite for the Oracle Marketing Cloud Framework application written in Java on top of the Selenium Webdriver framework.
- Performed deployments of docker containers to our OMC Framework QA environment through a Kubernetes management software, Rancher

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Quality Assurance Engineer

Oracle Corporation

January 2014 - February 2017

Indianapolis, IN, USA

- Reviewed and tested new features and bug fix merge requests using a locally maintained development environment as well as our public facing test environment.
- Developed and maintained **Ruby** web application with functionalities that include network cloning, network population, and content scramble for the Compendium product.
- Created and maintained an automation testing suite for the Compendium application written in **Ruby** on top of the **Selenium Webdriver** framework.
- Facilitated migration of DNS, email, and website during the Compendium acquisition by Oracle.

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Implementation Specialist

Compendium

July 2012 - January 2014

Indianapolis, IN, USA

- Implemented customer designs from Photoshop into **HTML**, **CSS**, **JavaScript**, and **JQuery** in our template management tool.
- Wrote and execute content import and export scripts in **PHP** and **Ruby** using the Compendium Rest API.
- Planned and Executed the office move, which included designing and setup of wiring tower.
- Split Time between company Integrations, Implementation and Maintenance of Web Designs, and Product Support.
- Migrated support request system from Salesforce to a Zendesk Salesforce integration.
- Completed support requests via phone and email and tracked them with Zendesk.
- Maintain internal systems, new user setups, user laptop configuration and companywide network configuration.

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Information Technologies Administrator

Compendium

September 2010 - July 2012

Indianapolis, IN, USA

- Configured and maintained internal Active Directory, DHCP, and DNS Services.
- Created a move plan for office equipment, phone system and network organization.
- Executed email migration from Microsoft Exchange Server to Google Apps.
- Maintained Bacula backup system then migrated it to Windows Backup once everyone switched to MAC.
- Built and maintained internal web server build on Cent OS and Apache 2.
- Migrated DNS and DHCP from Linux BIND and DHCP to Windows Server 2008 Native Applications.
- Upgraded and Maintained Samba Network Storage Server with OpenLDAP and Active Directory integration.
- Migrated Network Storage from Samba Server to Windows Server.

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Support Desk Analyst II

Qbase Inc.

November 2009 - September 2010

Beavercreek, OH, USA

- Performed routine outbound maintenance and repairs for hardware and software when necessary.
- Implemented and maintained security protocols company wide through group policy and third party software.
- Supported Altigen IP phone systems for managed companies as well as own internal phone network.
- Created and maintained backup solutions, both on-line as well as physical drives, onsite and remotely.
- Trained new employees how to deal with common issues and software tools used within the company.
- Worked directly with the director of IT solutions.

Support Desk Analyst I

Qbase Inc.

May 2008 - November 2009

Beavercreek, OH, USA

- Performed remote, phone and email support using verbal instruction and remote control software.
  - Supported the various software, hardware and network issues of more than 300 companies.
  - Managed servers, workstations, routers and switches for approximately 30 companies subscribing to the managed services opportunities provided by the support staff with a third party software.
  - Performed virus control measures for both pre infection prevention as well as post infection removal.
  - Utilized the connectwise support application to track user requests from trouble ticket generation to resolution.
  - Hand built servers and workstations as well as installed hardware and software as requested by client.

PERSONAL PROJECTS

Ruby Gems

- compendium-api: utilizes compendium api with easy function calls for **Ruby** scripting. <http://www.github.com/mlintern/compendium-api>
  - nretnil-password: easy password, passphrase and uuid generation. <https://github.com/nretnilkram/nretnil-password>
  - nretnil-fake-data: great for creating fake data such as names and dates. <https://github.com/nretnilkram/nretnil-fake-data>
  - nretnil-utilites: a set of utilies which extends Array, Hash, String and Integer classes. <https://github.com/nretnilkram/nretnil-utilities>
  - nretnil-translate: a gem which translates text into Pig Latin or a simple scramble. <https://github.com/nretnilkram/nretnil-translate>

Personal Websites

for pleasure and assistance in development

- nretnil.com, practical site of my commonly used online tools built primarily with **JavaScript** and **PHP**.
  - marklintern.com, personal site.
  - app.nretnil.com, **Ruby** Padrino App that handles account management, sessions, and authentication. Features include a curl generator and todo list.
  - lintern.us, fun site with family photos displayed as if they are polarids on a cork board.
  - sandybox.nretnil.com, **HTML** and **JavaScript** sandbox environment utilizing the JavaScript Ace Editor.
  - dice.nretnil.com, randomized results for numbers, letters, 6-sided dice values, or custom characters.

JavaScript / CSS Projects

- Fontstrap: **CSS/JavaScript** project combining Bootstrap and Fontawesome along with custom features and scripts. <https://nretnilkram.github.io/fontstrap>

EDUCATION

Wittenberg University

August 2004 - May 2008

Springfield, OH, USA

- Bachelor of Science - Computer Science
  - Bachelor of Arts - Mathematics