

PHP WEB DEVELOPMENT ENGINEER

Deliver Innovative Solutions to Complex Problems | Drive Efficiency Through Simplification

Resourceful, adaptable, and dependable professional with extensive experience in all aspects of development life cycle, including analysis, design and definition, development, implementation, testing, user training, and support. Drive project success by leading with can-do attitude in collaborative efforts with customers, developers, management, and team members. Build and motivate high-performance teams by freely sharing knowledge and identifying and maximizing benefit of individual strengths for optimal team results. Expertise in:

Website / Database Application Programming | Troubleshooting and Problem Solving | Team Leadership | Testing (Unit, Functional, Regression, User Acceptance) | Cross-Functional Communication | Agile Methods (Scrum, Kanban) | Agile Tracking Applications (Jira, Zephyr, Mingle) | Scrum Master

PROFESSIONAL EXPERIENCE

NOKIA (previously Alcatel-Lucent, Lucent, AT&T Bell Laboratories), Naperville, IL

PHP Web Development Engineer

2010 – 2017

- Established proprietary web-based training solution (MyPLE) using Agile methodologies, simplifying process for 80K+ employees and partners in locating, reviewing, and mastering job-related information.
 - Implemented and used Jira for tracking of feature stories and bug tracking.
 - Designed and implemented metrics and instant access to reports for stakeholders to evaluate the overall usage, acceptance, and penetration of the solution within the target population.
 - Developed reports for content developers to track the user enrollment into their content “communities” providing the data needed to evaluate both what content was being used (or not), and providing managers high level counts of communities, learning objects, questions and tests created by their teams.
 - Provided managers and stakeholders enhanced reporting capabilities based on customer requirements.
- Created and implemented a manual process to retrieve certification test results from Prometric (provider of proctored certification exams) and a mechanism to import those results into our training solution.
 - Fully automated this manual process by automating the retrieval of results by hourly secure FTP downloads, automatic parsing and insertion of results, cataloging of results to database, and forwarding of failures to support personnel only on exception, saving at least 20% daily work time, and providing tests results within an hour of them being made available.
- Deployed and administered many cloud based Redhat, Ubuntu, and Microsoft servers using both Amazon AWS and internal Cloud-band services, saving significant time and expense of obtaining physical servers.
 - Provided development servers, SVN servers, continuous integration servers, and other servers set up to prototype and test ideas, products, and applications.
- Developed test plans for multiple products and applications.
 - Simplified test plan creation and campaign tracking by independently and proactively implementing Zephyr.
 - Planned user acceptance testing of web-based applications.
 - Executed formalized and ad-hoc user acceptance testing of web-based applications
- Simplified installation process for loading new software builds from continuous integration server (Hudson / Jenkins) onto test Ubuntu and Redhat servers by creating interactive shell scripts allowing testers to easily load and test the specific release that needed testing.
- Troubleshot customer problems and issues, providing fixes and feedback to customer.
- Served as Scrum Master, running daily stand-up call, prioritizing and cleaning backlog, and maintaining team’s focus.
 - Researched and implemented Mingle as a free alternative to Jira for our development team to use to manage our smaller applications and projects, saving time and expense over requesting additional Jira instances.

Special Projects Manager

2004 – 2010

- Created and implemented interactive form facilitating customer documentation uploading / updating, including defining / updating required metadata for cataloging, storing, and publishing in the documentation repository.
 - Minimized amount of information requested based on form field selections and complex interaction between selections.
 - Processed 841K+ transactions, saving significant time, increasing metadata accuracy / completion 20%, and decreasing website publishing time from several hours to delivering immediate access.
- Collaborated with customers, driving rapid prototyping of web-based tool development by collecting requirements, understanding needs, and providing insight and experience that optimized results.
 - Created several recognition websites, for example the “Innovation Hall of Fame” which allowed peers to submit individual or team based innovations, having framed certificates instantly posted on a virtual wall, providing recognition, sharing of ideas, and building of team moral.
 - Developed marketing websites that organized and highlighted training for customers, allowing administrators to easily create graphical “learning paths” and publish them to the site, solving the customers problem of what training do I need to take, and in what recommended order.
 - Created numerous surveys that generated customized reports based upon collected data to provide the creators of individual training courses or collections of courses specific feedback on the content, delivery, and usefulness of the material.
 - Developed suite of web based tools to collect and compile inputs from all department managers to support business operations management, including headcount tracking, operational expenses, capital expenses, and budgets greatly simplifying the process, enforcing standards and providing managers instant access to the current data. Saved countless hours of frustration over old way of sharing and combining multiple spreadsheets.
- Created on-line instructor and student Level 1 assessments (after training satisfaction survey) to provide a simple way to collect information after all instructor led training. Implemented reports to provide management and course developers critical information they need to analyze training or take corrective action.
- Developed on-line Level 3 assessments (check with students 3-6 months post training) and processes to send the assessment to selected users to gauge overall “on the job” effectiveness of the training.
- Updated / rewrote over 70 custom database queries and views when the commercial LMS database schema was radically changed as part of major upgrade. These queries formed the backbone of all the business reports and metrics used by management and were critical to providing continuity of data / measurements post upgrade.
- Developed companywide employee “pulse” survey, providing vast reporting features when deal with external survey company fell through at last minute.
 - Saved \$300K in 3 years while providing better service and features than received from 3rd-party vendor.

Previous positions include: Learning Management System Administrator, RF Engineering Field Support, Business Development Engineer, Customer / Field Support Engineer, and First Office Application Engineer

EDUCATION

Master of Science (MS), Electrical Engineering, University of Nebraska, Lincoln, NE

Bachelor of Science (BS), Electrical Engineering, University of Nebraska, Lincoln, NE

TECHNICAL SKILLS

Scripting Languages / Frameworks: PHP, Perl, ColdFusion, Laravel, Zend, JavaScript, HTML

Databases: Oracle and MySQL; Microsoft Access; SQL queries

Operating Systems: Microsoft Windows, Mac OSX, Linux, Unix

Software: Microsoft Office Suite, Microsoft SharePoint

PHP Test Automation Frameworks: Codeception, PHPUnit, and Behat