


# SIENA RANDOLPH

## JUNIOR SOFTWARE ENGINEER

### CONTACT

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San Jose, CA 

[LinkedIn](#) 

### EDUCATION

Bachelor of Science  
Computer Engineering  
California Institute of  
Technology  
2016 - 2020  
Pasadena, CA

### SKILLS

Scrum  
Java  
SVN  
GCP  
MongoDB  
Django  
Microsoft Teams

### CAREER OBJECTIVE

To leverage my passion for software development, problem-solving skills, and strong foundation in programming to contribute to Conductor's innovative team as a junior software engineer.

### WORK EXPERIENCE

#### Assistant Systems Administrator

Adobe Inc.

2022 - current / San Jose, CA

- Automated backup and disaster recovery procedures, reducing data loss risks by 23% and **saving approximately 12 hours of manual work weekly.**
- Managed and maintained the SVN version control system, facilitating collaborative development among the engineering team.
- Implemented Scrum methodologies to improve project management efficiency, resulting in a 21% reduction in development cycle times.
- Led a team of 3 junior administrators and provided mentoring and training, resulting in a 33% increase in their productivity.

#### IT Help Desk Technician

Cisco Systems, Inc.

2020 - 2022 / San Jose, CA

- Achieved a first-call resolution rate of 88% by providing in-depth troubleshooting and solutions during initial customer interactions.
- Reduced monthly GCP expenses by 16%, resulting in **annual savings of \$50,000.**
- Conducted regular training sessions for end-users on IT best practices, leading to an 18% decrease in recurring support requests.
- Decreased average ticket resolution time by 37% by implementing streamlined troubleshooting procedures.

### PROJECTS

#### DevOps Summit

Attendee

2019

- Attended the DevOps Summit, a leading industry event focused on modern software development and operations methodologies.
- Leveraged Microsoft Teams for seamless communication and collaboration with project teammates during and after the summit.
- Gained valuable insights into DevOps methodologies for streamlined collaboration between development and operations teams.
- Applied DevOps principles learned at the summit, **reducing software deployment time by 29%** in a personal project.