**Mr. Patrick Shapard**

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**CORE COMPETENCIES:**

* Real-world Software Quality Assurance and development experience:
  + QA software testing - 16 years; advance to expert
  + Progressive experience from a Network/Systems Admin to a Senior QA Engineer to Technical Lead
  + At Emulex, was a key member of the Test Automation team responsible for automating test cases in Perl scripting language for Emulex’s broad portfolio of **Fiber Channel (HBA)** and **Converged Network Adapters (NIC and FCoE)**
  + At Broadcom, successfully served as a key member of a software QA team for client/server applications - Broadcom Advanced Control Suit (BACS) and BACS-CLI for both Windows server and Linux.
  + Extensive experience testing Windows 2003/2008/2012 **kernel mode drivers** for Broadcom’s 1 and 10Gb Converged Network Adapters(CNA)
  + Worked on a broad range of testing methodologies including functionality, compatibility, performance, reliability, exploratory/ad hoc, load/stress, usability, installation, and related test methodologies
  + Extensive knowledge and hands experience with installation, configuration, maintaining of several storage arrays, including **3PAR**, **MSA 2040**, **Nimble**, and **Fujitsu**.
* **QA Automation** - 6 years using Python, Linux shell scripts, Perl, and DOS Batch File; intermediate
* **Automation of Restful Web Services**
* Tester-level knowledge in Linux /UNIX:
  + 6 years; intermediate
  + Ability to set up, install and configure Linux servers ver 5, 6, 7 and Suse 11.3 and 12.0
* Network principles (7 layer OSI model/subnetting) - “hands on” all 7 layers working experience - 15+ years; intermediate to advance
* TCP/IP/UDP technology /troubleshooting - 15+ years; advance
  + In-depth knowledge of TCP/IP protocol suite, including subnetting, VLSM, CIDR, layer 2,3,4 packet header/trailer, VLANs, ACLs,7 layer OSI reference model. Good understanding of what broadcast, collision domains, routing concepts, including routing protocols RIPv1/v2, OSPFv2, EIGRP.
* Network capture analysis tools using Wireshark - 10+ years’ intermediate
  + “Hands-on” experience with network analyzer HW/SW tools such as Xgig network analyzer and Wireshark network protocol analyzer to help debug/troubleshoot network packet and data corruption issues.
* Typical software engineering practices:
  + Defect Tracking - 7 ½ years using IBM Rational Clearquest tool; Bugzilla, advance
  + Test Case Management - 7 ½ years using in-house proprietary tool; advance
    - * 2 year using Hewlett Packard Quality Center
      * 5 years using CA’s **Rally** online total project management tool
      * 3 years using **Jira** Defect and Project tracking
  + Software Development Lifecycle models – Agile/SaFE - 16 years; advance
* Backend/Application Servers (+++) :
  + used BACS, a proprietary tool to test back end applications - 7+ years; advance level on this tool
* Administration of Linux (++) :
  + Ability to set up, configure and install Linux servers
* Experience managing redundant systems (+) :
  + Windows – 20+ years; advance
  + Linux – 8 years; intermediate
  + configuring load balancers - 7 ½ years; intermediate to advance
    - In-depth knowledge of and extensive testing experience of Converged Network Adapters (1Gb/10Gb) teaming technologies such as Smart Load Balancing and Failover, Link Aggregation Control Protocol 802.3ad, Generic Trunking (FEC/GEC)/802.3ad-Draft Static, and LiveLink for the Microsoft Windows server platform.
* Performance testing (measuring performance, analyzing, and presenting results) [+] :
  + Network/System - 15 years; advance
  + Client Server applications - 10 years; intermediate
  + Conducted extensive performance testing on 1 GB and 10 GB CNA’s using **Ixia chariot** and sockdie stress TOE connections for both IPv4 and IPv6.
  + Conducted stress tests on Fiber Channel and FCoE (CNA) adapters in Windows and Linux OSes using Medusa Labs and DT.
* Knowledge of processor architectures and software architectures (+) :
  + processor architectures - 15 years; intermediate
  + software architecture - intermediate
* Scripting language – Linux shell, Perl, Python, etc. (+) :
  + Python – version 2.7.18 and 3.9.6, 6 years; intermediate
  + Perl – 2 years; intermediate
  + Linux Shell scripts – 6 years
  + ReST API – 5 year: Intermediate
* Competence with Excel is useful. (+) :
  + 10 years; intermediate
* Excellent analytical, troubleshooting skills; proactive and passionate about work (did not have any QA experience when hired at Broadcom, learned on the job by training, researching and working with SE’s)
* Version Control Software:
  + TortoiseSVN – 4 years
  + Git/GitHub – 5 years
* IDE Environment:
  + PyCharm – 5 years
  + Notepad++ - 7 years
  + WinMerge – 7 years
  + Postman – 5 years
  + Jenkins – 5 years
* A team player and a self-starter with strong interpersonal, written, verbal, and presentation skills; comfortable with white board presentations; communicates very well with all levels of staff and management

**EDUCATION:**

* 25 units away of completing a B S in Business Administration

University of Southern CA, Los Angeles, CA

(Completed coursework to achieve senior standing), May, 1995

* Associate of Arts Degree in Business January, 1993

Orange Coast College, Costa Mesa, CA

**CERTIFICATION:**

* A+ Certification – Core Technologies 3-23-01
* CCNA – Exam 640-507 5-10-02 Cisco ID: CSCO10467946
* MCP – Exam 70-210 10-25-02 MCP ID: 2793834
* MCSA – (Win2k) – 01-02-04

**TRAINING:**

Cisco Networking Academy

Goldenwest Community College

Completed required courses (IT 201, IT 202, & IT 203) in Huntington Beach, CA

**MILITARY EXPERIENCE:**

**U.S. ARMY, BAUMHOLDER, WEST GERMANY July 1986 – July, 1990**

C. Company, 208TH Support Battalion

8TH Infantry Division

MOS: 76C – Equipment Records and Parts Specialist

RANK: E-4, Specialist

Honorable Discharge

**PROFESSIONAL EXPERIENCE:**

**WIPRO, AUSTIN, TEXAS (ONSITE AT HPE) June 2015 – Present**

**TECHNICAL LEAD/CLOUD INFRASTRUCTURE AUTOMATION QA ENGINEER (contract)**

* Team member of the CRM-FVT responsible for testing Oneview (Hewlett Packard Enterprise's OneView, which manages **Hyperconverged** IT infrastructure by using software-defined storage, compute, and networking solutions) in conjunction with 16 Gb/32Gb Fibre Channel interconnect modules for the C7000 and Synergy chassis.
* In-depth experience working with Brocade FC 6510 switches, including creating FC zones.
* In-depth experience with creating end-to-end Fibre Channel connectivity from blade server to storage array.
* In-depth experience working with HPE rack mounted and blade servers
* In-depth experience with install/configure/admin **Windows Server** 2012 R2/Windows 2016, **RHEL**ver 6 and 7, and **ESXi** hosts.
* Hands on experience using WMWare’s vSphere to manage VM(OVF’s) and configure them for HPE Oneview
* Responsible for creating test plans based on feature specifications of the 16 Gb/32Gb FC ICMs. Also, conducted test plan review meetings to get input from various stakeholders/teams across various locations for the test plan and testing strategies
* Created test cases and tracked them in HPE’s Application Lifecycle Management (**ALM**) and CA **Rally** test case management software systems
* Worked closely with several development teams in designing test strategies for testing Oneview, 16/32Gb FC interconnect modules
* Performed both UI and backend testing
* Maintained HPE's highly complex hardware and configurations
* Responsible for writing test cases that use **ReST API Web Services** on the **Oneview** appliance and automating said test cases using **python** scripting language
* Working knowledge of the following python modules: **logging, sys, requests, json, paramiko, os, time, HTMLParser, urllib2, ftplib, BeautifulSoup**
* IDE environment used is **PyCharm**, **Notepad**++, **Sublime Text**, **Postman, Jenkins, Google Chrome JSON Editor, and Github/git**
* Intermediate knowledge and practice of using OOP concepts, including the use of classes, methods, class inheritance, class instances, strings, lists, dictionaries, tuples, MRO etc.
* Work in an **Agile/SCRUM** development methodology
* Experience with using Rally to create user stories and track them through the Agile sprint planning process

**EMULEX CORP, COSTA MESA, CA**  **April 2014 – June, 2015**

**SOFTWARE QA AUTOMATION ENGINEER**

* Member of the automation team responsible for the upkeep and maintenance of the Automation hardware including FC/FCoE switches, servers, SAN arrays. Also, responsible for automating test cases in **Perl and Python scripting languages** based on test case design steps in **HPQC.**
* Hands on experience with installing/Configuring and testing HBA (Fiber Channel) and CNA(NIC and FCoE) adapters in Linux ver 5, 6, 7, ESX 5.0, 5.1, and 5.5, and Windows server 2008 and 2012.
* Posted automation test results to **HP Quality Center**.
* Troubleshooting issues found with FC/FCoE Linux, Windows, and ESX drivers, including analyzing test results and failure logs and submitting software/driver/firmware bugs via **Bugzilla** defect tracking software.
* Automated the installation and configuration of Windows and Linux systems to prepare them for test automation framework.
* My development environment included using Notepad++ and submitting Perl and Python source code for test cases and code changes via **Tortoise SVN** version and source control software.
* Responsible for maintaining ESX hosts and VMs (Linux and Windows) via **VSphere Server**.
* Hands on experience with Cisco 5548, 5010, and 5020 FCoE switches, Brocade 6505/6510 Fibre Channel switches, and Dell, HP, and Fujitsu storage arrays.
* Developed Linux shells scripts to automate the installation and configuration of Linux systems under test.
* I have a working understanding and experience with developing **Perl scripts** for automating test cases for testing in Linux, windows, and ESX FC/FCoE/NIC drivers.
* Willing and able to learn new technologies and I work well collaborating with a team, but also a self-starter and need little supervision to accomplish the tasks and duties given to me.

**GREENWAVE REALITY, IRVINE, CA October 2013 – April 2014**

**SENIOR QA ENGINEER**

* Lead QA engineer for the Intelligent Lighting project in Irvine, working with the QA team in Singapore testing mobile apps for the Android and iOS mobile devices.
* Tested Wi-Fi Lighting Gateway with firmware that used 6LowPAN technology to communicate wirelessly with Intelligent LED light bulbs
* Manually tested Android and iOS mobile apps in conjunction with Greenwave Reality’s Home2Cloud platform
* Used Redmine to create and track defects for the Cloud/backend, Lighting gateway, and mobile apps.
* Used TestRail to create/modify test plans, test runs, and test cases for the lighting project.
* I am integral part of the QA team, working with and collaborating with QA engineers and Software developers in our Denmark and Singapore locations.
* Important contributor to the success of the Lighting Project which went public on Black Friday 2013.
* Tested Wi-Fi communications using IPv6 protocol between the Intelligent Light bulbs and the Wi-Fi Lighting Gateway.

**BROADCOM CORP., IRVINE, CA**  **September 2005 – June 2013**

**SR. SOFTWARE QA ENGINEER**

* Software QA Engineer for Broadcom’s Windows teaming driver, Basp.sys.
* Recognized as the Leading Bug Submitter with over **1800 Application and/or Windows driver bugs**, with **85%** of bugs resolved with a single software fix.
* Served as a key member of the software QA team for client/server applications - Broadcom Advanced Control Suit (BACS) and BACS-CLI for both Windows server and Linux.
* Conducted extensive performance testing on 1Gb and **10Gb CNA’s** using **Ixia chariot** and sockdie stress TOE connections for both **IPv4/IPv6**, and **Ethernet L2/L4 testing**.
* Worked on a broad range of testing methodologies including functionality, compatibility, performance, reliability, exploratory/ad hoc, load/stress, usability, installation, and related test methodologies.
* Worked with software development team which used an Agile approach to software development and QA team which used an Iterative approach to testing.
* Used bug tracking software **IBM Rational Clearquest**.
* Performed UI testing with Borland Silktest
* Automated testing included ms-dos batch file scripting and writing **Perl/Python** scripts
* Tested applications in Microsoft Windows server platforms, including Windows Server 2003, 2008-SP2, 2008-R1, and server 2012 and Linux platform.
* Worked on routing protocols, **RIPv1/v2, EIGRP, OSPF**.
* Designed and developed test plans for test cases based on functional and design specifications of Broadcom’s teaming driver, BACS, BACS-CLI, WMI/CIM provider.
* Used Microsoft’s windows debugger(Wdbg) to analyze **KMDF/WDM/kernel mode drivers**, bug checks/Driver assertions, OS software call stack (stack trace) in Broadcom’s drivers including miniport, eVBD drivers, iSCSI and FCoE drivers, basp teaming driver.
* Tested iSCSI HBA, iSCSI software targets, TCP Offload engine TOE, SR-IOV, RSS, RSC,LSO, CO, VMQs, Nic Partitioning, Microsoft Network Load Balancing. Broadcom NIC driver symbol files for debugging purposes.
* Tested with iSCSI Boot and PXE boot. Updated/configured firmware on **10Gb CNA’s**.
* Tested Broadcom’s drivers with use with **Microsoft Hyper-V** Virtualization solution.
* Experience testing in **Rehat Linux 6.2/6.3**, testing BACS application and WMI/CIM provider.
* Worked closely with the development team to analyze, debug, and resolve issues, including bugs in our 1Gb and 10Gb Ethernet adapter drivers, bugs in our application BACS, Bmapi, WMI/CIM Provider. Additionally, reported bugs in software not under my jurisdiction, including ediag, iSCSI driver, WinFWUpg, monolithic driver (**WinPE environment**).
* Extensive use of test utilities to test for data integrity, stability, usability, and user acceptance limits.
* Worked on OEM hardware platforms such as HP, Dell, and IBM blades and standalone servers.

**APR CONSULTING, Los Angeles, CA June 2003 – January 2005**

**Client: CITY OF LOS ANGELES**

**NETWORK ADMINISTRATOR (contractor)**

* Track-It 6.0 helpdesk software administrator with SQL Server 7.0 as backend.
* Active Directory DNS, DHCP, WINS administrator.
* Managed Active Directory network accounts, Exchange 5.5 and 2000 accounts and network login scripts.
* Upgraded Exchange 5.5 server to Exchange 2000
* Helpdesk Manager in charge of Helpdesk calls. Supervised 3 Helpdesk Analysts.
* Spearheaded the development and implementation of a standardized desktop environment among 5 divisions of the housing department using Active Directory, through Group policies at the Domain Organizational Unit levels.
* Responsible for creating and implementing a user home directory strategy for the City of LA Housing Department, including folder redirection in Active Directory, implement AD group policies, upgrade server hardware, etc…
* Security patch deployment administrator; deployed MS security patches enterprise wide using MS Software Update Services server.
* Supported 37 Windows 2000/2003 servers.
* Supported Citrix desktop clients (PCIS).
* Automated the imaging process for desktop PCs with 5 Win2k GHOST images with sysprep.
* Systems Analyst supporting 7 remote offices, 550 desktop clients in a Windows NT and Windows 2000 environment via phone, email, and in person. Supported everyone from top executives to clerk typist.
* Implemented an Active Directory organizational structure to deploy software packages, service packs, and security updates using Group Policies.
* Created MSI application packages with WinInstall to deploy enterprise wide via Active Directory using group policies
* Supported end user applications such as MS Office 2000, Corel Wordperfect office suite, Norton Anti-virus 9.0.

**COMPUWARE, Anaheim, CA August 2001 – March 2003**

**Client: SBC/PACBELL**

**NETWORK ADMINISTRATOR (contractor)**

* Team member of the Refresh project deploying 900 new Dell GX400 desktops and C600 laptops using 2 Windows NT images.
* Imaged new desktops using Norton Ghost 6.5 multicasting server.
* Provided technical assistance to desktop support team with Remedy helpdesk trouble tickets with support on Windows NT workstations.
* Provided solutions for problems with network printers (Tektronix 740&780, HP 5si), network connectivity, hardware and software problems.
* Provided phone support for such applications as MS Office 2000, Adobe Photoshop 5.0, Illustrator 7.0, ATM 4.0 Macromedia Freehand 8.01, Quark Express 4.02, and two in house developed applications, AM1 and Pagination 2.0.