***Resume***

***Personal Information***

|  |  |
| --- | --- |
| Full Name | Qiao Li |
| Cell Phone | 0412 189 135 |
| Date of Birth | 1982.11.06 |
| Address | 3/8 Thomas St, Ringwood, VIC 3134 |
| E-mail | qiaoli.116@gmail.com |
| Home page | <http://www.toolkit4kinder.com> |

***Education & Qualification***

*2001.9 - 2005.6*

* Bachelor degree of science, Huazhong University Of Science And Technology, China
  + Field of study: Optical Information Science and Technology

*2003.10.12*

* Rank of “Software Engineer”, rank certificate of computer software, approved & issued by Ministry of Information Industry, P.R. China.

2017.02 - 2017.06

* Certificate IV in Web-Based Technology (ICT40315), Holmesglen Institute, Melbourne, Australia.

***Summary***

* 1 year web development experience.
* 11 years software product software design/support experience (as L3 and L4 with C and C++) in wireless cellular systems (CDMA, WCDMA and LTE).
* Strong troubleshooting and problem solving skills.
* Knowledge and experience in software development & verification process.
* Programming skills with multiple programming languages.
* Eager to lean new technologies.

***Web development skill***

* UX & UI design with Photoshop and Illustrator
* Responsive web design with bootstrap
* Server side web programming with PHP
* Wordpress-based website development
* Web performance maintenance with Google Analytics

***Employment History***

|  |  |
| --- | --- |
| ***2005.7 - 2009.4*** | Guangdong Nortel Telecommunications Equipment Co. Ltd., Guangzhou, China |
| Position Held | Software Engineer |

* Role: CDMA Global Product Support Engineer - Level 3 support engineer
* Handle CDMA BSS (Base Station System) software product AR (Action Request) escalated by Nortel’s global Level 2 and Level 1 engineer.
  + Investigate field issues by reviewing system logs, design documents and source codes.
  + Reproduce field issues in lab.
  + Provide correct network configuration to field; or develop/verify software solutions to fix software defects.
* Software fast feature development.
* For priority 1 & 2 incidents, provide 7\*24 on line technical support to Nortel’s global CDMA level 1 and level 2 engineer.
* CR (Correct Request) and process management for team.
* Develop and maintain internal tools, scripts, such as log analysis tools, patch releases system, web-based tool kits.

|  |  |
| --- | --- |
| ***2009.5 - 2016.2*** | Alcatel-Lucent Shanghai Bell Software Co. Ltd., Shanghai, China |
| Position Held | Software Senior Engineer |

* *Role 1: 2009.5 -* *2010.3* *WCDMA Global Product Support Engineer - Level 4 support engineer*
* Handle WCDMA RNC software product CR (Change Request) escalated by Alcatel-Lucent’s APAC Level 3 engineer.
  + Investigate field issues by reviewing system logs, design documents and source codes.
  + Reproduce field issues in lab.
  + Develop software solutions to fix software defects.
  + Maintain test cases & run auto-test to verify software patches.
* Software fast feature development.
* For priority 1 & 2 incidents, provide 7\*24 on line technical support to Alcatel-Lucent’s APAC WCDMA level 1 and level 2 engineer.
* CR (Correct Request) and process management for team.
* *Role 2: 2010.3 - 2012.8* *WCDMA Global Product Support Engineer - Emergency Recovery*
* Provide 7\*24 on line technical support & emergency recovery support to Alcatel-Lucent’s global WCDMA customers for priority 1 & 2 incidents.
* ER process management; maintain and develop ER tool, such as health check tools, remote log collection tools and log analysis tools.
* *Role 3: 2012.9 - 2016.2* LTE Product Engineering Support Engineer - Level 3 support engineer
* Support Alcatel-Lucent LTE FDD eNodeb product pre-GA First-Off Application (FOA) activities, and post-GA field issues.
  + Work on pre-GA KPI, stability issue; post-GA software/configuration issues.
  + Optimize performance related parameters to improve system level KPIs to meet the customer requirement.
  + Work close with LTE design team (software/system designer) to provide software solutions to fix software defects.
* Provide 7\*24 on line technical support to Alcatel-Lucent’s LTE level 1 and level 2 engineer of APAC market.
* Develop and maintain internal tools, scripts, such as remote log collection tools, log analysis tools and web-based tool kits.

***Competency***

* Software / web development knowledge and skills.
* Software Tools:
* Adobe Dreamweaver, Photoshop, Illustrator
* Wordpress, bootstrap
* Browser developer tools
* Cpanel, Git, Github, google analytics
* AR/CR management system, Auto-test system, Clearcase, Source Insight, CDS (Cellular Drive Test System), QXDM (Qualcomm Extensible Diagnostic Monitor), DU meter, iPerf, wireshark.
* Language
* C/C++
* HTML, javascript, CSS, PHP, MySQL
* Perl, Python, VB script, Unix/Linux Shell scripting skills
* Ability to learn new knowledge quickly
* Teamwork spirit

***Additional details***

**Course undertaken**

|  |  |
| --- | --- |
| 2002 | Learn C/C++ programming |
| 2002 | Software Engineer Certificate Course from Huazhong University Of Science And Technology |
| 2005 | Nortel CDMA BSS R&D Training from Nortel Guangzhou |
| 2006 | Learn Perl+Apache web programming |
| 2009 | Alcatel-Lucent WCDMA R&D Training from Alcatel-Lucent Shanghai Bell Shanghai |
| 2010 | Learn PHP+Apache+MySQL web programming |
| 2013 | Learn Python programming |
| 2017 | Study web design in Holmesglen Institution, Melbourne, Australia |

**Hobbies**: Enjoy jogging, watching sports and reading

***Referees***

* **Gray Liang**, previous manager in Nortel (T: +86 20 87124567; M: +86 133 5282 7970)
* **Wilson Huang**, previous colleague in Nortel (T: +86 20 85117647; M +86 139 2211 9715)
* **Gene Lei**, previous manager in Alcatel-Lucent Shanghai Bell (T: 86 21 50554550; M: +86 186 2169 8219)
* **Kai Wang**, previous colleague in Alcatel-Lucent Shanghai Bell (M: 0421 229 321)