

Technologies

Languages: Kotlin; Java; C; C++; Objective-C; SQL; JavaScript; HTML; CSS; PHP; PowerShell

Frameworks and Libraries: Jetpack Compose, Android Jetpack; Material Design; Retrofit; Google Cloud; Firebase; AWS

Projects

Should I - Crowd-sourced photo-sharing and decision-making Android app. Published on the Play Store.

[github.com/sadraii/should-i] [play.google.com/store/apps/details?id=com.sadraii.shouldi]

Multidex - Visual time journal Android app with custom views and touch detection. [github.com/sadraii/multidex]

LandGrab! - Turn-based iPad game with 4 players fighting to take over the board. [github.com/sadraii/landgrab]

Multi-User Chat - Client-server console C++ application where users can synchronously chat in multiple chat rooms.

Computer-Controlled Light Tracker - Autonomously finds and tracks the brightest light source. [bit.ly/2SP9Rli]

Professional Experience

Accenture Flex at Google Stadia

Mountain View, CA

Technical Solutions Engineer

June 2019 – Present

- Streamline Stadia's partner certification process by solutioning with TechCert and QA teams on advanced technical cases, deep performance analysis, and release-critical issues.
- Improve the Stadia platform by isolating bugs and documenting solutions and partner feedback for Google's internal engineering teams.

Application Support Engineer

- Onboarded Google's cloud gaming partners by resolving technical issues with C, C++, and Stadia's gaming API.
- Increased solutions capacity to 400 gaming partners by leading and mentoring a team of 5 support engineers.

eGain Corporation

Sunnyvale, CA

Managed Services Consultant

Feb 2014 – May 2019

- Expanded reporting to 300 partners and reduced analytics generation time by 25x with automated batch scripts.
- Eliminated abandoned customer chats by 52% by authoring virtual assistant chatbots using case-based reasoning.

Technical Account Manager

- Reduced customer support turnaround time by 120x by developing a chat transcript tool in Java.
- Optimized log search by building a Java tool that parsed log exceptions across multiple file formats.
- Enabled instant gathering, compressing, and uploading of server logs by creating a log extraction Java tool.

Sonoma State University

Rohnert Park, CA

Information Technology Consultant

Aug 2011 – Nov 2013

- Developed the Extended Education desktop and mobile responsive website. [sonoma.edu/exed]
- Enabled instant lookup of courses in registration forms by engineering query caching algorithm in PHP.

Myspace

Beverly Hills, CA

Senior Web Abuse Specialist

Jul 2007 – Jul 2008

- Identified and eliminated spamming, phishing, and exploit attempts in all areas of the Myspace site.
- Displayed strong internet investigation, evidence gathering, and pattern recognition skills.

Electronic Arts

Playa Vista, CA

Quality Assurance Tester

Jun 2005 – Sep 2006

- Discovered and regression tested defects in the games Black & White 2 and LOTR: The Battle for Middle-earth II.
 - Supervised the DevTrack bug database and developed DevTest test suites.
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Education

Sonoma State University, B.S. in Computer Science. Major GPA: 3.3. Coursework: Data Structures, Operating Systems; DBMS Design; Algorithm Analysis; Computer Architecture; Computational Theory.

Udacity, Developing Android Apps. Completed the full course and created a weather forecast app.