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San Bruno, CA

Mostafa Sadraii

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Technologies

Languages: Kotlin; Java; JavaScript; C; C++; Objective-C; SQL; CSS; PHP; PowerShell; HTML; Regex
Frameworks and Libraries: Android Jetpack; Material Design; Retrofit; GCP; Firebase; jQuery
Tools and Databases: Android Studio; Visual Studio; Microsoft SQL Server; PostgreSQL; MySQL; SQLite

Projects

Should I - [github.com/sadraii/should-i] Crowd-sourced photo-sharing and decision-making Android app. Published on the Play Store [play.google.com/store/apps/details?id=com.sadraii.shouldi].
Multidex -[github.com/sadraii/multidex] Visual time journal Android app with custom views and touch detection.
LandGrab! - [github.com/sadraii/landgrab] Turn-based iPad game with 4 players fighting to take over the board.
Multi-User Chat - Client-server console C++ application where users can synchronously chat in multiple chat rooms.
Computer-Controlled Light Tracker - [bit.ly/2SP9RIi] Autonomously finds and tracks the brightest light source.

Professional Experience

Accenture Flex   Mountain View, CA
Application Support Engineer at Google Stadia   June 2019 – Present
- Diagnose and troubleshoot Google's cloud gaming partner issues using C, C++, and public gaming API.
- Lead and mentor team of 5 support engineers to deliver solutions to over 300 Google partners.

eGain Corporation   Sunnyvale, CA
Managed Services Consultant   Feb 2014 – May 2019
- Automated analytics report generation with PowerShell that reduced manual process from hours to seconds and increased reporting capacity from dozens to all customers.
- Authored virtual assistant chatbots and case-based reasoning that enhanced customer chat deflection.

Technical Account Manager
- Developed a chat transcript tool in Java that reduced customer turnaround time from weeks to minutes.
- Programmed a log search tool using Java that parsed exceptions in multiple file formats using a plugin feature.
- Created a Java log extraction tool that enabled gathering, compressing, and uploading of server logs.

Sonoma State University   Rohnert Park, CA
Information Technology Consultant   Aug 2011 – Nov 2013
- Developed the Extended Education [sonoma.edu/exed] desktop and mobile responsive website.
- Engineered PHP caching mechanism for courses, enabling fast lookup of courses in registration forms.

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 Black & White 2 and LOTR: The Battle for Middle-earth II.
- Supervised the DevTrack bug database and developed DevTest test suites.

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.