STEVE DOOLEY

Senior Consultant **DoD Secret (Active)** **Willing to Relocate**

✉ **Dooley_Steven@bah.com** **LinkedIn Profile** 🔗 **Travel: 20%**

📞 **(954) 858-6666** **GitHub Profile** 🔗 **Available Immediately**

🏠 **Fort Lauderdale, Fl** **Website Resume** 🔗 📅 **Dec 2022** *(firm start date)*

SUMMARY

Joining the firm in 2022, Steve Dooley brings over 12 years of IT expertise, contributing to more than 20 cloud projects, including 2+ years supporting VA, DoD and Booz Allen initiatives. He specializes in automated software testing, Cloud platforms (Salesforce, Palantir, AWS) and modernizing federal IT infrastructure.

CORE COMPETENCIES

QA Testing & Software Development || Cloud Computing & Enterprise Platforms || Data Analytics & Generative AI

EXPERIENCE

BOOZ ALLEN | SENIOR CONSULTANT   **DEC 2022– PRESENT**

AUTOMATED SOFTWARE TEST ENGINEER (cloud-based CRM)

- Health Account | SQUARES (Apr 2025 – Present)
- Developed and maintained Java-based Page Objects with specific parameters to simulate user workflows; managed environment variables and secrets for secure execution in headless environments (e.g. Chrome Headless)
- Built and maintained XML regression test cases and libraries; uploaded test results to shared folders for visibility and reporting, and analysed outcomes to ensure test coverage and accuracy
- Completed a 6-day Ontology training delivered by Palantir Engineers, covering Foundry fundamentals, ontology modeling, data pipeline development (Python/SQL), low-code application building, AIP model integration and governance best practices within the Booz Allen sandbox environment

SOFTWARE QA TEST ENGINEER (cloud-based CRM)

- Health Account | PTEMS (May 2024 – Mar 2025)
- Supported a talented, fast-paced regression QA testing team responsible for reducing critical Prod defects by 73% YoY with a Defect Escape Rate of 0.9%
- Helped implement Acceptance Test Driven Development (ATDD) activities which contributed to the restructuring of test architecture, establishing standardized test procedures and enhancing test writing efficiency. Explored Software Test Automation via Provar to increase test execution speed
- Received a Gold award and two Bronze awards for testing in support of critical hot fixes

SOFTWARE DEVELOPER (enterprise experience cloud)

- Navy Basic Enlistment Eligibility Reqs. POC (Mar 2024 – May 2024)
- Supported the development of a functional prototype of a Salesforce Omnistudio Document Generation process using DataRaptors and Omniscripts, which would enable a Navy Recruiter to produce official forms and documents from their mobile device. Facilitated end-user data entry through the Salesforce Experience Cloud portal and conducted a team session to demonstrate developer concepts

- Enhanced Omnistudio skills through the BAH SF Public Sector Services offering, leading to the delivery of a functional prototype by our Project Owner. During this time, completed onboarding for the BAH / ServiceNow portal to prepare for future ServiceNow project work

SOLUTION ENGINEER (cloud data analytics)

- Health Account | PTEMS (Aug 2023 – Mar 2024)

- Supported the reporting effort of the Veterans Tracking Application (VTA) 2.0 for the VA, which was a product to modernize the .NET application via a migration to Salesforce Service Cloud. Led data analysis and reporting formulas development for project Go-Live, coordinating with our QA team, as well as VA and DoD staff

- Worked with structured data using SOQL/SQL to build system reports, fix reporting bugs and optimize complex formulas. Achieved three significant AI certifications to enhance workflow adaptability and prepare for future technological advancements

SOFTWARE DEVELOPER (cloud-based CRM)

- People Management Tool (PMT) & Salesforce Academy (May 2023 – Aug 2023)

- To develop Business Process Automations for future project work, utilized Lightning Web Components, web development frameworks, Salesforce Admin functionality, APIs and Data Analytics to automate business processes using Salesforce's declarative capabilities

- Delivered a working RAG app using OpenAI's ChatGPT LLM and third-party software that leveraged my project GitHub repository as the data source, enabling users to use natural language to query the project details. Earned 2 AI BAH badges and completed the Tableau CRM certification, enhancing my expertise in business intelligence and AI for future work

SALESFORCE BUSINESS ANALYST (service cloud)

- Health Account | PTEMS (Dec 2022 – May 2023)

- Enhanced client business rule documentation to streamline processes for future Sprints and ensured compliance with strict federal client standards

- Showcased VAHC app value to the stakeholders and clearly communicated client requirements to the Scrum team, optimizing development time

NODE.JS / WEB3 TUTORIAL PROJECT   May 2022 - Aug 2022

- Deepened understanding of Node.js and Web3 technology through intensive learning, integrated JavaScript as a frontend to interact with Smart Contracts on the Ethereum blockchain and leveraged Yarn as a package manager to securely deploy JavaScript and Solidity code to fleek.co from GitHub, enhancing proficiency in Web3 and acquiring comprehensive knowledge of the Interplanetary File System (IPFS)

AMAZON 3P, OPERATOR & SERVICE PROVIDER   Mar 2013 - Oct 2022

- Provided leadership effort to an e-Commerce small business on the Amazon platform, driving product sales for enterprise companies and a private label brand. Solved complex problems to facilitate revenue growth from ~$70K in the first year to ~$3.1M in aggregate sales. Utilized A/B testing and time series forecasting to implement narrow-focused AI technology, reducing advertising costs by over 20%. Optimized inventory decisions using Python scripts to manipulate complex .csv files, improving stock turnover ratios

TELERADNOW, FULL STACK DEVELOPER / CONSULTANT   Jan 2011 - Dec 2012

- Completed a Full Stack solution in the cloud, leveraging Dropbox API/AWS for the secure transmission of radiological images, achieving HIPAA/DICOM compliance. The completed product significantly reduced company costs by allowing doctors to view images remotely and streamlining the diagnostic process

FREEDOM COMMUNICATIONS, WEB APPLICATION DEVELOPER   May 2008 - Nov 2010

- Developed web applications for local client SMEs and collaborated with senior management to create a product offering that increased project revenue by ~8% and achieved 3M+ views per month which boosted company advertising revenue

PREVIOUS CLOUD & IT ROLES

- At Lockheed Martin Information Systems, supported the delivery of three large projects by improving IT service management processes with Oracle, SAP Crystal Reports, and Remedy Software. Developed web applications and optimized workflows for approximately 200 end users. At ECI Cloud Solutions, designed a robust data migration framework using XML to manage SQL databases ensuring seamless data integration. Created rapid prototyping tools to deliver projects on time and within budget. Proficient in Cloud, data modeling, APIs (REST/SOAP) and driving innovation to achieve results

EDUCATION

- M.B.A. **Information Systems Focus**, EDHEC Business School *(founded 1906)*
- B.S. Biological Sciences, North Carolina State University

CERTIFICATIONS (CERTS LIST AVAILABLE IN WORKDAY)

- 25+ industry certifications across Enterprise Cloud (9X Salesforce, AWS), QA Testing, AI, Data Science and Programming (JavaScript, Python)

SKILLSET

</> JavaScript, Python, Shell, CSS, HTML, XML, JSON, Terraform (IaS), YAML, Transact-SQL

Jira Xray, Manual Testing, Provar (SF Automated Testing), Quality Assurance (QA) Fundamentals

Amazon Bedrock, LLM, RAG, GenAI, ChatGPT, Chatbots, Data Analytics, NLP, OpenAI

SQL Server, PostgreSQL, MySQL, Amazon Relational DB, Oracle, Data Modeling

Git, Copado, VS Code, PyCharm, Adobe ColdFusion

Windows, Linux (Ubuntu)

Salesforce, AWS, ServiceNow Onboarded, API (REST/SOAP)

AWARDS / LEADERSHIP

- Platinum (1), Gold (1), Silver (1), Bronze (2)