Seulki Lee

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PROFESSIONAL SUMMARY

Multi-talented DevOps Engineer consistently rewarded for success in planning and operational improvements. Eager to contribute to team success through hard work, attention to detail and excellent organization skills.

PROFESSIONAL EXPERIENCE

American Airlines – Fort Worth, TX
DevOps Engineer, February 2019 to Present

Support Customer Technology product teams in the introduction and implementation of DevOps solutions and adaptation of best practices in DevOps. Prioritize pipeline issues and providing solutions to support team's faster delivery process.

- Support product teams with onboarding DevOps toolchains: Communicating between product team and Enterprise DevOps Toolchain Services, Application Security, Situation Awareness Team
- Promote best practices within DevOps principle: Enhancing and supporting product team to leverage metrics with Hyigieia Dashboard and Dash.aa.com
- Facilitate Community of Practice: Promoting product teams to learn from each other's cultures
- Troubleshoot Jenkins pipeline issues: Supporting issue ticket on SRE site when issue ticket is submitted from product team
- Run retrospectives, daily stand ups, sprint planning and continually improves process
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American Airlines – Fort Worth, TX
Quality Assurance Analyst, September 2016 to February 2019

Performed software quality assurance for the American Airlines iOS and Android mobile applications for an improved customer experience. Worked with QA Lead, Business Analysts, Project Managers, Developers and Testers to ensure on-time delivery and accuracy of software solutions.

- Collaborated with UX and Analytics for user story completion
- Developed and implemented test scripts
- Utilized HP QC to support testing efforts for defect tracking based on software requirements
- Created complex data using Sabre for testing purposes to support developers to ensure quick defect resolution
- Performed functional, usability and regression tests
- Performed smoke tests, beta/production tests and hot patches to assist developers

Samsung Electronics America – Plano, TX
Sr. Planner / Product management Specialist, January 2015 to September 2016

Maintained parts and materials master data and billed of materials to accurately plan and execute the Materials Requirements Planning (MRP) System. Analyzed parts inventories for maximum customer product repair support while minimizing inventory levels to meet product service and repair requirements.

- Ordered parts from the available and most cost and delivery efficient internal and external resources
- Maintained analytical and reporting systems to monitor quantity and timing of usage
- Initiated parts into inventory for new product introduction and discontinue models at end of forecasted product life
- Maintained and trained users of service parts inventory processes within SAP business

enterprise system

Samsung Telecommunications America (contractor: Device Inside) – Richardson, TX
QA Engineer, January 2012 to January 2015

Served as a key member of Verizon, AT&T and User Trial testing team as the lead QA tester on development projects. Performed software quality assurance on Android, Windows Mobile, and Android Tablet testing. Provided client with detailed reports on quality metrics, identified bug/flaws, and recommended fixes.

- Performed User Experience, Performance Testing, Usability Testing, Compatibility Testing
- Field Driving Testing (IRAT, PS, Bluetooth Car Kit), Exploratory Test, Reproduction Testing, Intensive Testing, Check list, Menu Tree
- Automation Testing with Tool for Android, Regression Testing, FOTA, GOTA, GPS Mobile Applications
- Analyzed mobile software with QXDM and QPST
- Utilized Odin, RDX, Samsung PST tools
- Performed issue management in PLM server
- Produced and managed mobile software testing Check List
- Worked with Verizon, Sprint, T-Mobile, AT&T counterpart R&D/QA engineering
- Performed Binary updates to all carrier devices

PROJECTS

• AA Mobile App Home Screen Redesign • Boarding Process Redesign • Full Y and Seats Algorithm Cutover • ATAC-ASR Regression • A321S E2E • Dynamic Reaccom • CBN • Prepaid Bags • GoGo • Viasat • My Account AR5.0 • Advantage Redesign 4C • Customer Contact Information • Wireless Entertainment • SDFC • Galaxy S II • Galaxy S III • Galaxy S IV • Galaxy S V • Galaxy S VI • Galaxy S VII • Galaxy Note • Galaxy Note II • Galaxy Note III • Galaxy Note IV • Galaxy Note V • Galaxy S EDGE series • Galaxy Mini • Galaxy Nexus • Nexus S • Galaxy Tab 2 10.1 • Galaxy Tab 2 7.0 • Galaxy Tab 7.0 • Galaxy Tab 10.1

SKILLS SUMMARY

DevOps knowledge: Jenkins, Docker, Artifactory, GitHub, IBM Cloud, Kubernetes, Moogsoft, Dynatrace, Splunk, LogDNA, Quantum Metrics
Web Development Knowledge: HTML, CSS, JavaScript, jQuery, Node.js
Wireless knowledge: LTE, CDMA, GSM, GRPS, EDG, WCDMA, etc.
OS: iOS, Android OS, Brew, Brew MP, Linux, Windows

EDUCATION & CREDENTIALS

Southern Methodist University – Dallas, TX
Full-Stack Web Development Boot Camp, 2020

Texas Women's University – Denton, TX
Bachelor of Science in Nutrition (Minor: Mathematics), 2011

ISTQB Certified Tester, Foundation Level, 2013
Certificate Number 14–CTFL-00185-USA