

# Shane Wiseman

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## EDUCATION:

**Bachelor of Science, Computer Science**, May 2011

Endicott College, Beverly, MA

**Harvard Extension School**

- **Java for Distributed Systems**, September 2014

## SKILLS:

**Applications:** DNS, Certificate Authority/PKI, Linux Network Tools

**Platforms:** Linux (Debian), Django, Perforce, Git, ESXi/vSphere, kvm/openNebula

**Programming Languages:** Perl (extensive), Python (Active), Java (Active), JavaScript (minimal), Bash (for/if)

GitHub: <https://github.com/shanewiseman>

## PROFESSIONAL EXPERIENCE:

Akamai Technologies, Cambridge, MA

**Sr. System Quality Assurance Engineer** April 2014 – Present

**System Quality Assurance Engineer** September 2012 – April 2014

Product: IP Application Accelerator, a distributed network functioning as a SDN/NaaS/CDN

- Provide system level testing, including regression and functional
- Massive distributed network, requiring interoperability between several teams
- Develop, maintain and enhance automation infrastructure (Perl, Python)
- Lead “Performance Validation Project” as a designer and contributor
- Responsible for test-bed infrastructure

Sonus Networks

**Quality Assurance Engineer** September 2011 – September 2012, Westford, MA

Product: SBC5200, a session border controller appliance for SIP/VOIP communications

- Bug Verification, black/grey box testing
- Derive and manage test plans held to an engineering standard
- Development of test case automation, tools/functions specifically for automation infrastructure (Perl)
- Participated in group and individual projects

Cisco Systems

**TAC Support Engineer** May 2011-September 2011, Boxborough, MA

- Provided SLA tier 3 support for physical security device hardware/software to both solution partners and customer end users
- Performed superior troubleshooting, required to assimilate multiple system solutions and their periodic releases
- Created test labs to recreate customer scenarios, possible use cases, and bug identification

Endicott College IT Helpdesk

**Helpdesk Tech** September 2009- May 2011, Beverly, MA

- Service Laptops/Desktops
  - Installed, repaired, and maintained hardware/software
  - Performed virus and malware removal, OS updates, user data recovery/transfer
  - Partook in campus wide migration to Windows 7, ensuring hardware compatibility requirements and user account migration
- Troubleshoot TCP/IP Connections

EtransX Inc, *Research and Innovative Technology Research*, U.S Federal Department of Transportation,

**Intern** September-December 2010, Cambridge, MA

- Participated in several projects' development life cycle / implementation
- Familiarized with server hardware and installment within datacenter environment
  - Installed Citrix Netscaler VPX for session persistent based applications management and deployment
  - Installed Dell R715 Server – Dell PowerVault MD1220
  - Configured and initiated RAID-5 storage depository used for virtual machines storage