Shiu-Lun (Jerry) Hsieh

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**CAREER SUMMARY**

Software engineer in wireless telecom and IP industries with 20 years experience of software development, software testing (QA), and lab network integration

**SKILLS and BACKGROUND**

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| **●** 10+ years in manual and automation  testing and QA | ● Strong Object-Oriented coding & design  capability |
| **●** Experience in Python, JavaScript, SQL  server, C, C++, C#, Java, TCL | ● Familiar with CISCO IP routing and  switching |
| **●** Knowledge of Selenium WebDriver | ● Knowledge of IP (IPv4 and IPv6) |
| ● Familiar with Unix/Linux, Windows,  Microsoft Office | ● Knowledge of **SIP, SS7, ISUP** protocols  ● Excellent problem-solving skills |
| ● Software development Methodology | ● Refined system debugging skills |
| ● Various wireless mobile QA/Testing tools | ● Strong data analysis & evaluation skills |
| ● System & Network upgrades/maintenance  ● Knowledge of **CDMA/EVDO, IMS, LTE**  network elements and topologies | ● Familiar with database design, backup,  and retrieval process |
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WORK HISTORY

**Software Engineer in Test**

**kCura (e-Discovery Software Company) 04/2016 – present**

* Test software defect fix for the company product (web software application in the legal industry) and create **automation tests** for the fix if applicable.
* Create and run automation tests for new features and functionalities.
* Perform manual and automation regression testing when new software release is available.
* Execute automation test suits using **Jenkins.**
* Execute performance testing to ensure system integrity.

**Network Level Automation Test Engineer and System Performance Analyst**

**Alcatel-Lucent and HCL contractor at ALU 11/2013 – 01/2016**

* Executed network level call processing and OA&M **automation** tests for CDMA/EVDOwireless network system to ensure the system functionalities are intact.
* Performed automation regression testing for unattended batch execution when new software update is available.
* Maintained (update/modify) **automation** test scripts and lab configuration resource data for automation testing.
* Maintained and upgraded **automation** test platform - **IOTA** **(Integrated Object-Oriented Test Automation)** system.
* Created automation test plans, documented and updated automation test results in test management system.
* Executed system CDMA/EVDO performance load run to ensure the high capacity call load can be maintained consistently during the system performance load run process.
* Achieved a comprehensive in-depth system performance analysis and evaluation to create system stability index for each system performance load run.
* Provided **KPIs (Key Performance Indicator)** info and **performance metrics** analysis and evaluation for customer service team.
* Created test plan and test cases for system load run in each new SW release.

**CDMA/EVDO/LTE Lab Integration and Support Engineer**

**Alcatel-Lucent 07/2009 - 11/2013**

* Performed lab **software update** when new software load became available.
* Upgraded and maintained software testing tools on lab user devices.
* Tier 1 lab support to fix lab issues on **network**, **cells, APs, RNCs, ECP, and OMP etc**.
* Tier 4 customer support for eNodeB OA&M issues.
* Managed lab user area and replaced/repaired faulty device to ensure the lab is operational at all time.
* Implemented lab network and system integration for new functionalities and components.
* Verified the network functionalities for new integrated lab components to ensure requirements were met.

**System and Feature Test Engineer**

**Lucent Technologies/Alcatel-Lucent 07/2000 - 07/2009**

* Performed CDMA/EVDO wireless system **end-to-end** test execution to ensure the integrity and consistency of system functionalities.
* Performed **manual and automation** call processing and OA&M testing to ensure software quality assurance for the new features.
* Performed **manual and automation** regression test execution to ensure the functionalities of the existing products are still intact.
* Used variety of testing tools to trace different scenarios of call flows and verify different types of service measurements.
* Analyzed and evaluated test results and provided R&D (development) team test data for new functionalities.
* Created test plans and test cases for new feature tests and regression test.
* Led the test team to work with system engineers and developers to ensure all requirements and possible configurations covered in the test plans.
* Excelled in finding, documenting, and reporting bugs, errors and issues.
* Recognized for good problem-solving skills by developers and system engineers.

**Software Developer**

**ConferWeb Inc. 01/2000 - 06/2000**

* Designed and developed **web and internet** applications for medical administration system.

**Software Developer**

**Lucent Technologies 09/1997 - 12/1999**

* Developed, designed, and tested (white-box testing) call processing software on **5ESS™** **Packet Switch** for Japan and China **GSM** projects.

**EDUCATION**

North Central College, Naperville, IL

**Master of Science** - **Major: Computer Science**

**Bachelor of Science - Major: Computer Science,** minor: Mathematics