Steven William Childs

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Experienced Software Development Engineer
Cerified AWS Cloud Practitioner

About Me:
Skilled software engineering professional with extensive experience in the full software development lifecycle. A solutions-oriented, dedicated, and thorough problem solver who is driven to overcome even the most complex software challenges.

Key Areas of Expertise:

AWS Cloud Practitioner Certification achieved October 2021

Software Development | Object-Oriented Analysis and Design | Embedded Software | Debugging | Verification
Linux Environment | Team Leadership | Mentoring | Software Patching | Design Documentation
Test Automation | Tier II Customer Support | Communication and Collaboration | Agile Development (Jira)
Wireless 3G/4G LTE

Knowledge:
Java 8 Core | Python | JavaScript ES6/8 | JQuery | Microsoft Azure | Front End Web Development
Cloud-Native DevOps | Docker | GitHub | CI/CD Pipelines | Hadoop | Spark | Terraform | Kubernetes
Test Automation | Windows | Unix | Linux | Microsoft Office | OpenStack Administration | Confluence

PROFESSIONAL EXPERIENCE
Ericsson, Inc. | Plano, TX   **Apr 2010 - Jun 2020**
Engineer III – GSM MSC/MGCF Content on Demand Software Feature Development
- Key contributor to 100+ new feature introductions and customer network issue solutions in many aspects of the 3G/4G wireless Mobile Services Switching Center and Media Gateway Control Function product.
- Excelled at everyday tasks including requirements analysis, feature coding, unit testing, debugging, code and documentation reviews.
- Drove innovative solution for patch to source feature continuity during upgrades by developing the backward compatibility framework for the distributed XA-Core architecture, used by all subsequent features to communicate patch state and data to upgraded nodes (hybrid mode). Developed web tools and code templates for ease of use by other team members.
- Met challenging customer delivery dates and received high recognition for successfully developing and executing an innovative plan for propagating 86 software patches when an emergency release was needed, with only a three week turnaround time allowance.
- Demonstrated expertise in analysis of software error condition alarms, logs, etc., identifying root causes and driving solution implementation.
- Spearheaded the Announcement Package Creation Service for small customer networks, providing an extra revenue stream at a 70-80% margin.
- Documentation expert who led improvement efforts for documentation and surpassed target metrics of quality, accuracy and clarity. Drove collaboration with designers, solution architects, delivery teams, and other stakeholders. Received praise from PDU, account team and customers for excellence.
- Continuously improved the leanness and robustness of the feature patching process to ensure high quality and customer satisfaction.
- Awarded 15 employee recognitions for "Act to Execute", "Cooperation and Collaboration", "Teamwork", "Professionalism", "Perseverance", "Going the Extra Mile", etc.
- Mentored many new-hires, team members and transfers.

ADDITIONAL RELEVANT EXPERIENCE

Nortel Networks | Richardson, TX   **Jun 1995 - Mar 2010**

- Senior Member of the Scientific Staff – GSM MSC Content on Demand Software Feature Development
- Tier II Customer Support – SGSN for GPRS
- Tier II Customer Support – UCS DMS-250 Toll Switching Core Network
- Software Feature Development and Verification – UCS DMS-250 Toll Switching Core Network

EDUCATION

- **Bachelor of Science**, Computer Science (Minor: Technical Writing) – University of North Texas 1995

CERTIFICATIONS AND TRAINING

- **AWS Certified Cloud Practitioner achieved October 2021**
    - **https://www.credly.com/badges/f3d18856-9f92-4589-8ffa-fc2ae7cd4eeb/public_url**

- **Post-Graduate Certificate Program, Cloud Computing** – UT Austin/Great Learning Feb-Oct 2021
    - **https://olympus1.greatlearning.in/transcript/HRPHTBVX**

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- Mirantis Certified OpenStack Administrator

- Kubernetes Training

- Agile Training

- Microsoft AI with Azure Certificate

- Core Java Masterclass Training (ongoing)

- JavaScript Certificate

- Docker Training

- Kubernetes on GCP (GKE) Training

- Terraform with AWS Training

- Python Masterclass (ongoing)