

STEVEN W. CHILDS

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<https://swchilds1.github.io/website/index.html>

EXPERIENCED SOFTWARE ENGINEER

Skilled software engineering professional with extensive experience in the full software product lifecycle. A solutions-oriented, dedicated, and thorough problem solver who is driven to overcome even the most complex software issues. Key areas of expertise include:

New Solution Introduction | Object-Oriented Analysis and Design | Extreme Debugging
Feature Verification | Tier II Customer Support | Software Patching | Feature Documentation
Automated Test Tools | Team Leader | Communication and Collaboration | Wireless 3G/4G LTE

TECHNICAL SKILLS

JavaScript ES6/8 | Java | C/C++ | Python 3 | C# | UNIX | Linux | Microsoft Word, Excel and PowerPoint
Agile Development | Web Development HTML/CSS | OpenStack Administration | Amazon Web Services
AI with Microsoft Azure Cognitive Services | Kubernetes | Test Automation | Windows
4G LTE Wireless Telecommunications

PROFESSIONAL EXPERIENCE

Ericsson | Plano, TX

Month 2002 – Present

Engineer III – MSC/MGCF Content on Demand Feature Development

- Contributed to 100+ feature and customer network issue solutions in many aspects of the MSC/MGCF server product, such as SIP, ISUP, SGs and H.248 signaling, logging and alarms, billing, MAP, BSSMAP and DTAP signaling, National Security/Emergency Preparedness system, system upgrade performance, and E911 and location services.
- 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).
- Met challenging customer delivery dates and received high recognition for successfully developing and executing an innovative plan for propagating 86 patches when an emergency release was needed with just a three week turnaround time allowance.
- Demonstrated expertise in analysis of alarms, logs etc., identifying root causes and driving solution implementation in error conditions.
- Spearheaded the Announcement Package Creation Service for small customer networks, providing an extra revenue stream at a 70-80% margin.
- Led improvement efforts for documentation and achieved 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.

(Engineer III – MSC/MGCF Content on Demand Feature Development, continued)

- 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.

ADDITIONAL RELEVANT EXPERIENCE

Nortel Networks

- Tier II Customer Support – SGSN for GPRS
- Tier II Customer Support – UCS DMS-250 Toll Switching Center
- Software Feature Development and Verification – UCS DMS-250 Toll Switching Center

EDUCATION

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

CERTIFICATIONS AND TRAININGS

- Mirantis Certified OpenStack Administrator
- AWS Certified Cloud Practitioner (exam pending)
- Kubernetes Training
- Agile/Scrum Training
- Microsoft AI with Azure Certificate
- Java Training
- JavaScript ES6/8 Certificate
- C# Certificate