

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 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 include:

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

TECHNICAL SKILLS

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

PROFESSIONAL EXPERIENCE

Ericsson (Nortel Networks pre 2010) | Plano, TX

Feb 2002 – Jun 2020

Engineer III – 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 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 software patches when an emergency release was needed with just 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.
- 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 Software 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.
- Mentored many new-hires and transfers.

ADDITIONAL RELEVANT EXPERIENCE

Nortel Networks

- 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 TRAININGS

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