

Steven William Childs

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

Professional Experience

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
3GPP/ETSI/ANSI/RFC Specifications

TECHNICAL SKILLS

3G/4G LTE Wireless Telecom MSC/MGCF | Java 8 | JavaScript ES6/8 | Web Development HTML/CSS/Bootstrap
UNIX | Linux | Agile Development | JIRA | Amazon Web Services | AI with Microsoft Azure Cognitive Services
Kubernetes (GKE) | Test Automation | Windows | Microsoft Office | OpenStack Administration

PROFESSIONAL EXPERIENCE

Ericsson, Inc. | Plano, TX

Apr 2010 - 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; VLR, system upgrade performance, and E911 and location services. Notable feature development projects:
 - Local Number Portability with Carrier Advanced Intelligent Networking
 - Support for Simless E911 for 3G MSC
 - LAC/LACSAC Expansion to 64K Per LAC
 - E911 Phase 2 Enhancements
 - H.248 Circuit Side <-> Packet Side Call Hold for MGCF/MSC
 - SIP SDP b Line RS/RR Introduction
 - Government Emergency Telecommunications System (GETS) Introduction
 - VLR Audit for Retention of IoT Devices
 - SIP Enhancement of History-Info Header and Diversion Header
 - SIP Resource-Priority Header Processing Enhancements
 - VoLTE National Security/Emergency Preparedness (NS/EP) Priority Call and Message Shedding
- 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.
- 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.
- Participated in and led code reviews in an SME role.
- 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 – 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 TRAININGS

- Mirantis Certified OpenStack Administrator
- AWS Certified Cloud Practitioner (exam pending)
- Kubernetes Training
- Agile Training
- Microsoft AI with Azure Certificate
- Core Java Masterclass Training
- JavaScript Certificate
- Docker Training
- Kubernetes on GCP (GKE) Training
- Terraform with AWS Training
- Cloud Computing Post-Graduate Certificate Program, U. of Texas at Austin (Ongoing)