

Rich Jen

Versatile, well-rounded IT professional with broad experience in quality assurance, automation, penetration testing, networking, and sales engineering.

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EXPERIENCE

Red Hat, Remote, Atlanta, GA — *Software Engineer in Test*

September 2017 - PRESENT

- Developed Javascript, HTML, Apache Velocity based reports for Polarion ALM
- Developed Importer/Exporter tests for an internally developed tool used for Polarion ALM (Python)
- Managed team's Openstack cloud instances
- Developed Jenkins automation setup for the Importer/Exporter automation tests

Cox Automotive Inc., Atlanta, GA — *Test Automation Engineer*

August 2015 - September 2017

- Performed QA testing of OVE.com.
- Developed and executed test plans and test cases for the web application
- Tested both frontend UI and backend APIs.
 - Wrote test automation code (Javascript - frontend, Ruby - backend).
- Managed a continuous deployment pipeline.

Ionic Security, Atlanta, GA — *Quality Engineer / Sales Engineer*

April 2013 - August 2015

- Performed QA testing on a data security product that interacts and leverages SaaS web applications and mobile apps.
- Primarily worked on automation in an agile environment while performing manual testing and exploratory testing.
- Developed and executed test plans, cases, strategies, and scenarios for performance, regression, and smoke testing on

SKILLS

Experienced using the following before:

Used Selenium directly (Java), and Selenium based frameworks (WebdriverIO - Javascript, WATIR - Ruby)

Setup Jenkins from scratch and nodes in building out a test automation pipeline

Setup Gridhub environments for Selenium testing in the cloud

Used Git version control

Used BDD tools like cucumber and behave

Some experience using SQL (PostGres, MySQL)

Peripheral experience with the following technologies:

Docker - used in spinning up automation containers for automation testing

Vagrant - used in spinning up automation environments for automation testing

Appium - built a mobile test automation framework (Java) testing of a point of sale application

Windows XP/7/8, Linux, MacOS, IE 8-11, Chrome, and Firefox platforms.

- Facilitated communications between engineering and customer support teams.
- Supported account managers in removing friction from the sale.
- Gave sales demonstrations of a SaaS security product.
- Built demo applications in Java, Python, C# .NET
- Managed cloud environment that hosted VMs for customer demos
- Developed and maintained a internal sales tool for account managers (Django)
- Developed internal tools to automate tasks for account managers (C# .NET and Ruby)

IBM Security Systems, Atlanta, GA — Level 2 Software Support Engineer

January 2011 - April 2013

- Provided expert technical guidance to Fortune 500, federal government, and US military clients worldwide in strategically planning and implementing their security infrastructure architecture.
- Recommended, customized, implemented, and troubleshooted IBM Security products including SiteProtector, GX Network IPS, Enterprise Scanner, and Proventia Server.
- Core member of high-volume global support team, handling an average of 80 tickets monthly and resolving 90% of customer issues via phone or email.
 - Performed network traffic/data analyses and network security risk management (damage control).
 - Designed and replicated unique client's environment to evaluate specific network infrastructure vulnerabilities and security events such as Denial of Service (DoS) attacks.

Nan Ya Plastics Corp. America, Lake City, SC — Engineering Project Manager

April 2008 - December 2010

- Directed team of 24 (12 direct reports, 12 external contractors) on internal projects through the lifecycle, from requirements definition to setup, sign-off, and post-support.
- Performed cost analysis, prepared quotes, ordered equipment, and managed project budgets.
- Negotiated pricing and vendor contracts.

LANGUAGES

Scale from 1 - 10

1 - being Googled about the language once
10 - being there is nothing more to know about this language

Ruby - 6
Javascript - 5
Python - 4
Java - 3
C# - 3

Professional Involvement

PyAtl

Atlanta Ruby Meetup Group
Alpharetta Rails Coders

Atlanta Selenium / Watir
Webdriver Meetup

Atlanta FullStack
OWASP Atlanta
DEF CON

EDUCATION

Clemson University, Clemson, SC — *Bachelor of Science,
Industrial Engineering*

August 2001 - December 2007

Georgia Institute of Technology, Atlanta, GA — *Full Stack
Software Development Bootcamp*

October 2018 - Present (Completion: May 2019)