Stephanie J. Palmer
San Francisco Bay Area, California

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SUMMARY:

Skills include enterprise technical and developer support, configuration management, QA, automation, integration and systems engineering, DBA and project management. I enjoy data modeling, research, process design, specification writing and technical documentation.

EXPERIENCE:

Palmers Consulting   07/2008 to present
Bay Area, California

Owner
Business services offered:

- Install, configure and initialize software such as databases, source code repositories, bug tracking, automation test suites and content management systems.
- Systems administration and integration.
- Design and implement databases for new enterprises.
- Load new or migrate existing data (ETL) into new database.
- Create processes and systems for creating and maintaining reproducible environment suites for various environments, divisions. (Configuration Management)
- Ensure compatibility between Engineering, Quality Assurance, Staging and Production, environments.
- Provide detailed documentation for any and all work performed.
- Research and recommend third party software based on customer requirements.

Operating Systems: Linux, Mac OS X, Solaris, VirtualBox, VMWare, Windows

Databases: Oracle, MySQL, PostgreSQL, Couchbase

If interested in small business or personal services offered please send an email request.

Mocana Corporation   08/2013 to 07/2014
San Francisco, California

Senior Technical Support Engineer
- Enterprise level technical support engagement with C-Level clients and senior network security professionals.
- Troubleshooting on a variety of Linux / MAC systems, VPN gateways, as well as Android / iOS devices.
- Wrote knowledge base articles for self support and training materials for internal employees.
- Assisted in providing training materials and presentations to partners and clients.
- Wrote documentation for clients, partners and engineering for non-standard installations.
- Best initial response time on team.
- Support ticket status either resolved, waiting on customer or on engineering; rarely were tickets held in open queue as wait time was minimal.
- Identified and opened a multitude of engineering tickets for both code and documentation, often submitting the solution to be checked into source code repository.
- Walked developers through setting up iOS developer member center, certificates, provisioning profiles, application and team identifiers.
- Administered Zendesk and SalesForce.
- Setup and configured systems for internal employees, partner sites and customers.
- Wrote and implemented database models for contracts and sales and support configurations using MySql, Couchbase, Couchbase Lite (mobile devices) and DB Visualizer.
- Tools used: Android SDK, Android Debug Bridge, Droid@Screen, Xcode, MAC, MacPorts, VirtualBox, CentOS, Ubuntu, JIRA, Git, SVN, Tomcat, Zendesk, SalesForce, GoToMeeting, Join.Me, Skype, Webex, MS Office.

PINC Solutions   08/2012 to 12/2012
Alameda, California

QA / Deployment / Support
- Maintained deployment scripts for the old product line while writing new scripts for the new product line.
- Product was data driven and specific to individual customer sites. Deployed specific customer environments for engineering and QA to use to resolve support cases or test new functionality specifically for that customer.

- Filed bugs in both Pivotal and Trac. Tracing down bugs often to the line or file of offending code.
- Wrote test in SQL, Bash, Ruby, JSON, Cucumber/Gherkin and manual black box steps.
- Assisted in requirements writing while new product was being developed.
- Using agile methodologies, wrote tests in conjunction with code deliveries.
- Internal devops support to team members on both their personal and team shared systems. This included configuring and deployment of 3 - 9 components, importing PostGreSQL database(s), executing SQL DML and DDL statements.
- Wrote specific documentation and scripts in Ruby, Bash and SQL for various team members and component versions. Mac and CentOS and some WIN.
- Created JMeter scripts for performance testing.
- Created, maintained and installed Vagrant / Virtual Box and VMware images.
- Acted as release engineer for the graphics consultant by creating, maintaining and merging code branches in git and subversion.
- Assisted in creating and supporting the demo sites for customers and for executive officers and sales folks for their presentations.

[Volt Technologies](#)	10/2007 to 07/2008

San Francisco, California

Contractor - SDET - Software Developer Engineer in Test
Projects:

- Automation of regression tests across multiple environments for a large music subscription service while the service actively integrates with other Enterprise partners.
- Lead database test engineer for a large scale internationalization monetary project.
- Lead database content test engineer for internationalization project with a wireless company with a customer base of over 66 million people and music subscription service.
- Responsible for testing and pushing database bug fixes and releases to multiple live enterprise servers.

[H5 Technologies](#)	11/2005 to 08/2007

San Francisco, California

Configuration Software
Responsible for the upgrade, data migration and maintenance of the source code and bug tracking. Point of contact for the build and release process. Ensure compatibility between Engineering, Quality Assurance, Staging and Production, environments. Automate deployment and configuration cycles. Troubleshoot performance issue on any and all servers and databases. Lead developer for tool education and general developer support.

[Elm Resources](#)	09/2005 to 11/2005

Oakland, California

Configuration Software Manager
Created processes and systems for creating and maintaining reproducible environment suites for various divisions within the company. Installed, configured and maintained, source code control, bug tracking system and automated build process. (Left this position to join H5 Technologies as the position was too good to pass by.)

[RSA Security](#) (Formerly Securant Technologies, Inc.)	12/2000 to 07/2005

San Mateo, California
This authentication and authorization internet/intranet security company integrates their software with companies ranging from mid-sized to large-scale enterprises. The ClearTrust product alone encompasses a large matrix of databases, directory servers, application severs, web servers and operating systems. Fulfilled three positions at RSA: Senior Support Engineer, Continued Engineering Developer and Developer Support & Automation Engineer.

Developer Support & Automation	09/2002 to 07/2005

The Developer support position actually was four positions rolled into one: DBA, Configuration, Release and Systems Engineer. This position was combined with the automation team as the team required the skill set of an individual who can integrate a large matrix of databases, directory servers, application severs, web servers, operating systems and networks. The individual also must posses excellent QA, troubleshooting and documentation skills.

Automation

Ported the automation system to AIX, Linux (Debian, RedHat and SuSE) and HPUX (PA-RISC

and Itanium). The automation system retrieved the latest build from tinderbox, installed, configured, tested, uninstalled and reported results via an application server. Logs and configuration files were saved for a period of time to a file server. Required knowledge of PERL, BASH scripting, JAVA, C and networking.

DBA

Installation, configuration and maintenance of all database servers and instances for the west coast office. Currently in process of receiving OCP for 10g from Oracle.

- Oracle 8i, 9i, and 10g Database Servers in both Standard and Enterprise versions on all platforms.
- Sybase 11 and 12.5 on the Solaris platform.
- Oracle 9i Application Server on the Solaris platform.
- Oracle Enterprise Manager for Multiple Servers, Instances and Locations on the Solaris platform.
- PostgreSQL 7 on up on all platforms.
- MySql 4.0 and up on all platforms.
- MS SQL Server 2000.

Advanced proficiency for system, server and instance tuning and resource planning on Oracle and Sybase on Solaris and LINUX systems.

Systems Engineer

- Setup and maintenance of a lab with varied systems including: AIX 4.3.3 - 5.2; HPUX 11.0 and up; Solaris 2.6 - 9; RedHat Linux 7,8,9; RedHat Enterprise Linux 2 and 3; SuSE Linux 8.0; Debian 2.4 and 2.6; Tru64; all Windows 2000 versions, 2003 versions and NT servers.
- Implemented VMWare 4.5.x and 5.0 servers installed on Debian, RedHat and Windows.
- Varied hardware including Sun, IBM, DELL, Compaq, HP (PA-RISC and Itanium), VALINUX, etc.
- Lab machines are inventoried everyday via scripts and cron and information is sent to a database where users can search for the machine(s) and/or setup(s) they require for development, testing or staging builds.
- Created scripts to automate the following lab tasks: resource allocation and scheduling of the lab equipment and VMWare images to end users, automated image capture of machine state, and image restore.

Configuration Engineer

Installation and configuration of database, web, application and directory servers which interact with the ClearTrust product. (Please see "PRODUCTS USED" section of resume for detailed products.)

Release Engineer

Automated the build system for the products that have been officially released but engineering continues to support via patches or new components based on customer need. Accomplished this with the use of Perforce, Tinderbox, PERL, Cron and Bash scripting. Currently building with AIX 5.2, Solaris 2.6 and 2.8, Red Hat Linux 7.3 and HPUX 11. Building on WIN32 is possible; however, building requires an InstallAnywhere license which could not be obtained.

Continued Engineering Developer
10/2001 to 09/2002
- Built enhancements and/or fixes for code defects per client's requests on released code source.
- Incorporated corrected code and/or enhancements into current code build if enhancement and/or fix was a value add component.
- Required installation and configuration of customer environments and test case scenarios.
- Responsible for communication between all engineering departments, technical publications group and if needed the client.
- Performed QA testing and wrote technical documentation for client and internal use for final release.

Senior Support Engineer
12/2000 to 10/2001
- Supported engineering departments within Fortune 500 and 1000 companies.
- Installation, configuration and troubleshooting of databases (Oracle, Sybase), web servers (Netscape iPlanet & SuiteSpot, Apache and IIS), LDAP directory servers (Netscape Directory 3.x & 4.x), application servers (IBM WebSphere, BEA WebLogic and JRun) and custom written Java and C interfaces, plugin extensions and wrappers.
- Resolved environment issues on Solaris, HP-UX and Windows.
- Resolved network and DNS issues.
- Maintained customer information within support CRM tool (Siebel).
- Internal support web site maintenance.

[SomethingNow, Inc. / WarrantyNow](#)   07/1999 to 11/2000
San Francisco, California
One of the original team for this Pre-IPO customer centric company specializing in financial services. Performed in multiple roles while company was in infancy stage.

Integration Engineer

Engineering Responsibilities:

- Integrated outside e-commerce sites with brick and mortar financial institutions. Required data modeling, PL/SQL, XML and networking.
- Designed heavy database interaction web-tool for the engineering department.
- Suggested and implemented many database architecture changes and updates using SQL, ERWin and SQL Navigator.
- Maintained data within Oracle8i database using SQL and PERL.
- Presented to investors for company fund raising.

Merchant Affiliate and Third Party Administrator Responsibilities:

- Traveled to Merchant Affiliate's and Third Party Administrator's sites for pre-technical sales and integration meetings.
- Inserted and maintained all Merchant Affiliate's and Third Party Administrator's data into the Oracle8i database. Heavy parsing due to often dirty data.
- Interacted with Merchant Affiliate's engineering departments to facilitate integration.
- Developed various file layouts for data exchange.

Human Resources Responsibilities:

- Worked with recruiters, performed initial interviews to staff the engineering department.
- Trained new employees on business models, data models, systems and codebase.

Technical Support and End User Customer Service Responsibilities:

- One of a small response team for 24/7 server response.
- Discovered and resolved priority-one, production, technical issues with Merchant Affiliates.
- Initiated customer service documentation for public consumers.
- Resolved end-user consumers warranty and accounting issues.

[Banta Integrated Media West](#)   07/1997 to 07/1999
Santa Clara, California

Project Manager for Web Development and Internet   12/1998 to 07/1999
Services Group & Quality Assurance Manager
- Lead web development and internet services team which provided various electronic commerce solutions.
- Generated approximately 1.5 million in annual revenue.
- Managed multiple, large-scale projects simultaneously.
- Assisted in documentation of site specifications and architectural design of project sites.
- Implemented internal controls for both project-time tracking and project accounting.
- Designed, documented and performed QA testing on projects.
- Created and maintained bug databases for various projects.

Web Developer and Administrator, Quality Assurance,   07/1997 to 12/1998
Technical & Developer Support
- Created Product and Client Demos with live web updates via the Vivace CDWeb Composer and Internet.
  - Clients Included: HP, Lexis Law Publishing, Cisco Systems, Glenayre, Intel, G.E. Medical, & BayNetworks
- Administered internal and external web server (Netscape Suite Spot 3.0, IIS, Apache, UNIX, NT 4.0 & 5.0 Beta (a.k.a Year 2000)).
- Quality Assurance testing on Vivace CDWeb Composer, Web Development Projects and other turn key projects.
- Designed test plans for integrated and modular testing, documented errors and maintained bug database.
- Tested with client-server tools and automated testing tools.
- Initial contact for new clients at trade shows (SIGCAT, Seybold, Documation, Direct Marketing Association).

[Worldtalk Corporation](#) (Acquired by Tumbleweed Communications)

Sales & Professional Services Administration Support

- Assisted in conversion of email system from MS Mail (Mac and PC) to MS Exchange.
- Initiated use of Schedule Plus in the office, facilitating meeting coordination.
- Acted as escalation point for executive level clients at Fortune 1000 companies.
- Managed forecast and expense cost analysis for annual revenues of $10 million.
- Created a customer database consolidating information from a variety of sources to expedite reporting, customer communication and customer support.
- Coordinated and arranged quarterly sales meetings and annual consulting meetings involving approximately 30 off-site people. Responsible for managing all costs to a very limited budget.
- Performed administrative functions company wide including information collection for report preparation, validating expense reports, and coordinating all meeting and travel schedules.

Sheffield Platers, Incorporated

06/1993 to 10/1996

San Diego, California

This privately owned electroplating company hired me to streamline their computer systems and increase productivity, thus eliminating the need for extra personnel.

Administration / Accounting

- Implemented and supervised computerized and automated accounting and contact systems.
- Created spreadsheet programs for sales tracking and new A/R procedures.
- Reduced aging schedules in A/R from 60-90 days to current and 30 days only.
- Responsible for all accounting functions including audits, forecasting cash flows, and developing budgets for the $1.5 million business.
- Aided in developing the Emergency Business Plan, Material Safety Data Sheets book, environmental reporting, and governmental correspondence.
- Developed marketing materials including the web page, data sheets, and direct mail.
  Accounting Tools: MAS90, Peachtree, Great Plains, Quick Books, SBT

PRODUCTS USED:

Operating Systems:	Linux (CentOS, RedHat, Debian, Ubuntu, Gentoo, Xandros, SuSE), Mac OS X, Solaris, AIX, HPUX, Tru64, and Windows Systems
Databases and Database Tools:	Oracle10g, 9i, 8i, 8.0.5 and 7.34 Enterprise Servers and Managers, Sybase 11.x and 12.x, MySQL, PostgreSQL, Couchbase, DBVisualizer, Redis, Case Studio, ERWin, SQL Navigator and Oracle Designer.
Directory Servers:	Oracle Internet Directory, iPlanet LDAP, SunOne, Novell eDirectory and ActiveDirectory.
Languages:	Bash, PERL, UNIX Shell Scripting, PL/SQL, XML, HTML, some Ruby, Python, JAVA and C
System Tools:	VirtualBox, VMware Server, StrongSwan, Cisco ASAs, Atlas, Norton Ghost Server, JumpStart Server
Developer Support and Web Tools:	Eclipse, Xcode, Android SDK, Jira, Zendesk, Pivotal, Cygwin, Perforce, Mercurial, Git, SVN, CVS, WinCVS, RCS, ClearQuest, and Clarify.
Web Servers:	Apache Web Servers 1.3.12 on up, Netscape iPlanet & Suite Spot, SunOne and Microsoft IIS
Application Servers:	Oracle, Resin, Weblogic and Tomcat
Quality Assurance:	Selenium, utPLSQL, SQLUnit, JUnit, Microsoft Web Stress Test, Rational Visual Test, TestDirector, and Purify
Productivity Tools:	LibreOffice, OpenOffice, Google Drive, MS Project and Office Suite Tools

EDUCATION:

Foothill College	Los Altos Hills, California	JAVA and UNIX shell scripting
University of Arizona	Tucson, Arizona	Aeronautical Engineering
Pima Community College	Tucson, Arizona	General Education Studies
Mesa Community College	San Diego, California	General Education Studies

References available upon request.

LinkedIn Profile: http://www.linkedin.com/pub/stephanie-palmer/0/154/24a