

Jason Epel

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Work History

June '17 to
October '18

BioTelemetry

Director Engineering, Quality

- Led a team of:
 - 17 Quality Engineers (direct-reports) across 7 teams utilizing Agile Scrum and Waterfall (6 Agile Scrum teams, 1 hardware)
 - 1 DevOps Engineer responsible for building Jenkins servers, setting up Octopus Deploy for delivery of artifacts created across multiple product lines
 - 3 Automation Engineers to build automated regression testing suites focusing on critical business risk areas, automation written in Java and C#
- Process transformative activities and responsibilities:
 - Transformed waterfall IEC 62304 development and V&V practices to IEC 62304 compliant Agile Scrum methodology, resulting in faster and improved quality releases, reduced time to market deliveries, and more predicable estimations on effort resulting in more on-time deliveries
 - Introduced Quality Engineers to lean Agile testing practices resulting in testing incremental builds, finding bugs early while developers are still in the code, reducing technical debt and related risks
 - In collaboration with other Engineering Directors in R&D and business divisions, implemented first unified DevOps team
 - Provided ongoing Agile Scrum training and coaching to entire Engineering team and new Scrum Masters
 - Started and facilitated ongoing Scrum of Scrum and related training sessions
- Built first integration QA environment for organization, entirely hosted in Azure
- Introduced requirements-based regression risk management testing strategies – e.g., smart testing principles such as focusing on high risk functional and/or performance areas of concern as early as possible, iterative and testable builds
- Provided assistance for CAPA evaluations and remediation activities
- Participated in patient risk assessment and related activities with regulatory group
- Responsible for the quality of software used for:
 - Managing, activating, processing and reporting of ECG data from mobile cardiac telemetry devices
 - Processing and analyzing ECG data from proprietary Holter ambulatory electrocardiography devices
 - Firmware ran on proprietary ECG sensors
 - Mobile cardiac telemetry monitor/gateway Android OS application
 - Custom created ERP application for integrating business systems, proprietary and third-party, with the above-mentioned software products
- Procured, set up, trained, administered and supported:
 - Atlassian JIRA Software - Created JIRA projects for Scrum and Kanban (DevOps and helpdesk/support), as well as Kaizen and other types of projects used for product development and process improvement
 - Atlassian JIRA Service Desk - Engineering escalation and tools support, handled by my team
 - Atlassian Confluence - Used for knowledge management, training, standards implementation, for product development, process improvement, environment tracking and deployment tracking
 - Matrix Requirements Medical (matrixreq.com) - Implemented, administered, supported and integration of requirements management and test case management tool into products, starting with 62304 compliant product development projects
 - Slack - Used to effectively eliminate the 9+ hour difference between global team members across 4 time zones (Pacific, Central, Eastern, and Central European Time)
 - Trello - Used as a virtual whiteboard for global team members

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- Responsible for servers/software/tools used by development, quality, DevOps, and automation teams

May '16 to
June '17

SmartDrive Systems

Director Software QA, Software Engineering

- 6 direct reports
- Implemented Agile Scrum and coached the Scrum Masters on how to succeed and continuously improve
- Microsoft Visual Studio Team Foundation Server 2013
 - Revised and improved technical processes and data management related to bugs and test cases
 - Monitored and reviewed builds for apps and services written in C#
 - Reviewed code changes for risk assessment to better align and focus testing
 - MTM for test case management and execution
- Microsoft SharePoint 2013
 - Created a SW QA site for knowledge management (wiki), team calendar and processes related SharePoint apps/features
 - Created and maintained wiki pages to record and document standards, tips and other reference material
- Product development activities and technologies:
 - Collect data generated from and manage field SmartRecorders (IoT mobile telematics, video and data collection devices)
 - Process data for analytics and big data reporting, near real-time and data warehousing
 - Provide public API access via RESTful web services to customers for system integration
 - Provide customer access to fleet management, reporting analytics and mobile event review information through customer facing desktop and mobile websites
 - Provide internal access to fleet management systems for preparation, configuration and management of devices scheduled for deployed and installed in fleet vehicles, including trucks, buses, trains, and others (see <http://www.smartdrive.net/>)
- Successfully tested and released several significant releases relating to product improvements and new product features
- Managed risk and verification of change for bi-weekly production deployments across multiple Agile Scrum teams for various SOA applications and services.
- Significantly improved the quality of products and services, reducing the presence of high severity bugs post-release, through process improvements relating to release management, test case management, defect management and PBI or user story definition and management
- Browsers tested and supported by the referenced websites include IE 10+, Google Chrome (mobile and desktop), Safari (mobile)
- Mobile devices tested and supported by the referenced websites include iOS (iPhone, iPad) and Android (Samsung Galaxy Tab 2)
- Facilitated and coached Scrum activities when needed
- Mentored and provided strategic and tactical coaching for how to improve risk management relating to delivery schedules, code quality, finding bugs early
- Hired staff and formed new automation team to start C# integration testing of new services
- Coached team on use of JMeter for performance testing and basic ad hoc testing of services while under load (load testing, performance testing, stress testing of different scenarios)

May '12 to
May '16

BlackBerry, Inc. (formerly Good Technology, Inc.)

QA Manager, Software Engineering

- 3-7 direct reports
- Scrum Master activities including sprint management and reporting, facilitating meetings (daily stand-up, grooming, planning, retro, bug triage), unblocked resources and worked

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- with leaders across the organization to manage and mitigate dependency and release risks (other QA, development and IT Leads/Managers)
- Responsible for creating and evolving software development and testing policies, procedures and practices in support of Agile Scrum
- Responsible for quality of several client-server secure enterprise products including:
 - Good Connect Server for Lync 2010, Lync 2013 and IBM Sametime – Written in C#, utilizing Jenkins for build and CI/CD activities
 - Good Connect Client for iOS and Android - IM secured by Good Dynamics
 - Good Enterprise Mobility Server - All services – Written in Java, utilizing Jenkins for build and CI/CD activities
 - IM (Lync 2010 and 2013, Cisco Jabber 9.1/10.5/11.0)
 - Presence (Lync 2010, Lync 2013)
 - Docs (SharePoint 2007, SharePoint 2010, SharePoint 2013, NFS, DFS, Box cloud)
 - Email and VIP Push Notifications for Good Work iOS and Android clients
 - Good Work Client for iOS and Android - Secure email, calendar, contact, document management and presence features – Written in Objective-C and Java, utilizing Jenkins for build and CI/CD activities
- End-to-end testing with iOS and Android clients, including server products providing SaaS provided through a secured cloud infrastructure, as well as enterprise products and services
- Responsible for budgeting infrastructure (upfront and ongoing hardware and software costs)
- Created, administered and supported various Windows infrastructures and related application services in ESX lab environments
 - Windows Server services (2008, 2008 R2, 2012, 2012 R2) - including Certificate Authority, DNS, DFS, and other native roles and features, single and multiple forests with various trusts, single and multiple AD domains, various domain policies, etc.
 - Exchange (2007, 2010, 2013)
 - Lync (2010, 2013, Skype for Business AKA Lync 2015) and related services such as directors, enterprise front-end pools, edge services, etc.
 - Domino (8.5.2+)
 - Sametime (8.5.2+) - AD-integrated and Domino-integrated
 - Cisco Unified Messaging and IM/P virtual network appliances v9.1, v10.5 and v11.0
- Manage Agile releases in JIRA, Rally; managing and administering Agile work (releases, epics, stories, defects) and related processes, test case management (TestRail) and defect management (JIRA, Rally) across releases and managed issues reported by customers; Created and maintained documentation in KB Atlassian product (Confluence)
- Performed code reviews with development to assess risk for feature development and bug fixing, scheduled focused regression testing around features at risk or to verify fixes
- Created dashboards and reports for live reporting of product quality and health via JIRA and Confluence integration
- Tested builds and from our continuous integration environment (Jenkins, Hudson)
- Created reports by writing custom scripts to process data from various sources
- Supported and built automation infrastructure with teams utilizing various technologies
- Evaluated new tools and processes (e.g., qTest as a test case management tool, HipChat for collaboration, Splunk for aggregating logs across Engineering labs for monitoring health of services and assisting with triaging of issues)
- Hands-on with the team. Testing products and working with development. Provided guidance, leadership, and resources to my teams and colleagues.

June '08 to
May '12

Shopzilla, Inc. (Comparison Shopping Engine - Shopzilla.com, Bizrate.com, Beso.com, Tada.com)

QA Manager, Software Engineering

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- 6 direct reports (2 in San Diego, 3 in Los Angeles, +1)
- Created test plans and verified new iOS applications, tracking incremental feature introduction and changes through Agile Scrum development, also worked with teams to implement Kanban, TDD, BDD, and other Agile lean practices
- Risk assessment and test plan management using black box, gray box, and white box testing techniques for front-end web clients and mobile apps (iOS / iPhone, iPad, iPod)
- Researched and lead projects resulting in the implementation of lower cost and higher efficient business solutions and processes
- Lead quality engineering teams to maintain and improve product and process quality for front end, middle tier and backend web services in service oriented architecture (SOA) environment for global comparison shopping engine (CSE) websites (shopzilla.com, bizrate.com, tada.com, beso.com, and international sites)
- Managed deployments of various sustainable and scalable web applications and services through Agile process
- Facilitated defect management (risk assessment, bug scrubs)
- Supported business technologies in almost all areas of the CSE domain from front-end SEO/SEM monetization through CPC model, middle-tier shared services in SOA, back-end support and merchant/consumer integration including various merchant services technologies (inventory pipeline, inventory classification and enrichment, publisher access for keyword bidding, and more)
- Mentored and trained Quality Engineers
- Liaison between stakeholders, software engineers, project managers and quality assurance engineers
- Tested various technologies (tomcat webapp, RESTful web services, Oracle Coherence Grid, Oracle Database, Sybase) running in CentOS servers
- Performed SEM and SEO related testing and analysis - assessed risk for and tested feature changes impacting crawler or bot traffic from Google, Yahoo and Bing
- Created testing scripts in Bash shell scripts and Perl (recently started learning Python)
- Supported and maintained enterprise automation framework used for automated performance, load and functional testing
- Created and implemented new automation approach integrating testing during CI process (Jenkins - git integration)
- Researched new products and technologies to be used by enterprise for hosting and providing access to improved core search services
- Researched processes improvements for inventory and merchant service feed systems
- Provided network infrastructure and operations support in San Diego office
- Provided desktop operations support in San Diego office, providing services to Windows 7 and Mac OS X/Lion clients, Active Directory and Exchange 2010 servers
- Office manager for San Diego office (responsible for 11 other employees)

January '07 to
April '08

Pima County Consolidated Justice Court **IT Manager**

- Supported Case Management System, court support services, business and legal infrastructure including integration points between the court and external law enforcement agencies
- 8 direct reports - 1 Systems Administrator; 1 PC Tech; 6 Programmer Analysts, including 1 contractor and 2 part-time
- Manager software development groups (VB.NET, html, php, asp, utilizing IIS and MS SQL)
- Managed enterprise, large, medium and small scale projects relating to court strategic objectives, infrastructure and architecture enhancements
- Created development, test, QA environments
- Supported n-tier web (html, asp, php) and PC based applications (VB.NET using framework 1.1 and 2.0 as well as VB6) utilizing 3 database backend systems (SQL 2005 on Windows 2003, MySQL on Linux and RMS/DataTrieve on VMS)
- Supported and expanded Cisco based network environment, responsible for internal and external DNS, internal DHCP (multiple zones), troubleshooting application services (i.e.,

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HTTP/HTTPS, SMTP), troubleshooting network connectivity (TCP/IP in an environment utilizing VLANs), Cisco ASA and WatchGuard firewalls (network security, including VPN), as well as Exchange 2003 for e-mail services

- Created and maintained project and disaster recovery documentation
- Performed quality assurance tasks for production services and applications used by the public (over 1,000,000 customers), justice partners and internal customers
- Established a software development life cycle process
- Created Help Desk process, purchased and installed Numara's Track-It Help Desk module
- Performed gap analysis tasks and created functional specifications as well as other project documentation
- Participated in and served on state committees, was a member of the Judicial Technology Advisory Council – reviewed and advised on statewide strategic projects and standards
- Created and managed court technology budget, including Pima County and local State of Arizona funds and grants
- Created documentation for application systems, processes, including flowcharts (MS Visio)

May '03 to
December '06

Laureate Education, Inc. (Owner of Walden University, National Technological University and Canter & Associates. Formerly known as Sylvan Learning Systems, Inc.)

IT Manager

- Managed technical staff in Los Angeles, CA and Baltimore, MD
- Created new unified corporate systems architecture, engineered integration strategy, created and managed projects to facilitate the integration and unification of the various technologies
- Installed new Lotus Notes/Domino R6 environment
- Integrated workgroup technology (Lotus Notes) into backend system for e-mail automation and directory synchronization with Sybase and SQL contact management data (wrote visual basic script to automate synchronization of directory information)
- Upgraded R5 Lotus Notes/Domino domains in Los Angeles and Baltimore
- Consolidated R5 and R6 Domino Domains, routing all e-mails to over 100,000 client e-mail accounts belonging to students, faculty, staff, and corporate employees utilizing over 30 different e-mail domains
- Programmed in Lotus Script (Visual Basic) for back-end automation
- Developed Lotus Notes workflow and workgroup applications for managing IT processes
- Administered and supported backup services and technology - Backup Exec with robotic tape library system
- Installed, administered and supported Exchange 2003 and Exchange 2000
- Administered and supported AD DNS (ADI and standard) for over 20 different domains (various record types including A, CNAME, MX, etc.)
- Provided VPN and firewall support (Cisco)
- Provided UNIX server administration support for messaging services (sendmail, mail routing) used by e-mail and by SMTP based website communications
- Administer and support messaging infrastructure for over 60,000 accounts residing in laureate-inc.com, waldenu.edu, and ntu.edu domains, residing in Los Angeles, CA, Minneapolis, MN, and Baltimore, MD.
- Built Windows 2003 test and QA servers for Domino/Lotus Notes development and testing
- Documented procedures, standards, and created both technical and end-user documentation
- Implemented Postini antispam services across the organization (designed and installed Postini domain configurations for various domains)
- Designed and built various business services, including BlackBerry Enterprise Server (3.6 & 4.0), Mail, Application, Sametime, SMTP gateway, Antispam (Postini), and created a custom mail routing topology to provide partial antispam implementation (business decided to not provide all e-mail accounts Postini services)
- Supported PDA and Smartphone technology
- Provided support for 7 different and integrated messaging environments (Lotus Notes R4.6, Lotus Notes R5, Lotus Notes R6, Lotus Notes R6.5, Exchange 5.5, Exchange 2003,

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- Sendmail on SunOS)
- Trained administrators and help desk staff to manage and support the various environments
- Supported implementation of new help desk solution - Altiris
- Managed and administered technical services (e.g., DNS, Active Directory, Intertel telephone equipment)
- Designed and implemented BlueCoat proxy servers, providing reverse-proxy services in DMZ for internal Domino/Notes servers, webmail access
- Supported network technology, such as switches, hubs, firewalls (software, ZoneAlarm, and hardware, DSL/Broadband routers)

October '99 to
March '03

Fiserv, CBS Worldwide (Banking Software)
Infrastructure Engineer, Consulting Lotus Notes Architect

- Principal Certified Lotus Notes Administrator
- Principal Certified Lotus Notes Developer
- Built QA certification and testing / load testing n-tier environments (utilizing IBM WebSphere, JAVA, IBM AS/400, MS SQL 2000, IIS and .NET) for various proprietary software products
- Supported global Lotus Notes infrastructure (staff and offices in Singapore, Sydney and London)
- Designed global business infrastructure plan, standards, and resourcing for building enterprise Lotus Notes infrastructure
- Designed new global R5 infrastructure, project plan, and visited offices to manage and support project staff for the Lotus Notes upgrade and conversion tasks (R4 -> R5 upgrade and consolidate Notes domains)
- Converted paper and e-mail based development and support processes to online collaborative processes using Lotus Notes – designed and developed Notes applications
- Evaluated and performed configuration/database design changes to improve performance and optimal resource utilization (server and client sides) while minimizing bandwidth usage when possible

May '98 to
October '99

Chep USA - Information Systems
Developer

- Performed Lotus Notes Administration duties as it pertains to security of databases and auditing
- Develop Lotus Notes applications to enhance business practices, reduce cost, and increase performance (e.g., Service Request System, Employee Profile System) using Visual Basic, LotusScript, Lotus @Function language and various other Lotus development components
- Training personnel and developing in-house courses

March '97 to
May '98

Darden Restaurants, Inc. (Corporate Systems Development)
Developer

- Project management - using workflow and Notes mail
- Designed, Coded, Supported Legal Dispute Resolution management, Competition Management, and Product Tracking and Management systems
- Developed applications utilizing newer Lotus Notes development technology (using Visual Basic, LotusScript, C+)

March '96 to
March '97

Time Warner Cable - Full Service Network (R&D - Video streaming/on-demand)
Network Engineer and Systems Administrator

- Administered and supported Lotus Notes and Exchange servers
- Supported application development services (workgroup applications)
- Built and administered Microsoft Windows 2000 server environment (all administrative and network duties)
- Installed and supported Shiva (Remove and WAN access)

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- Installed and supported backup services for file servers
- Administered and supported telephony
- Managed consulting staff for projects and support
- Provided desktop support
- Advisor to CTO for strategic and budget planning
- Upgraded MS Windows 4.x servers to Windows 2000 servers
- Installed and supported Lotus Notes software (clients and servers)
- Developed and maintained Lotus Notes quality certification tracking system
- Built and managed Windows NT 4 domains, segregating development NT 4 domain from non-development infrastructure, utilizing NT 4 trust relationships
- Project management – created and managed projects
- Install, manage and support network connectivity in multi-platform environment (UNIX, PC, Apple PowerPC)

September '95 to
February '96

Computer Powergroup, Inc. (Formerly Interim Technology Professionals)

Systems Analyst, Developer, Server Administrator

- Assigned contractor to DAVGAR Restaurants Inc., MIS dept. as Information Technologies Support Analyst
- Developed project management software in Delphi
- Supported C code applications for point of sale system polling (Burger King restaurants in Winter Park, FL, area)
- Lotus Notes Server support
- Built and administered Windows NT and Novell servers
- Developed data parsing and processing program in C language - processed daysheet data from 90+ restaurants to be evaluated by finance and payroll depts.
- Administer, manage, and install Windows network (NT and Windows 95 clients)

August '94 to
December '95

Westinghouse Electric Corporation (Power Generation Business Unit)

Technical Liaison / Lotus Notes Specialist

- Train and instruction of users on use of procurement systems I developed in Lotus Notes
- Developed Lotus Notes infrastructure to automate product purchasing process and establish live communications between suppliers and Purchasing Department
- Administer and manage technical communications projects internal to Westinghouse and externally between suppliers and Westinghouse using CompuServe Lotus Notes network
- Performed role of technical liaison between internal Purchasing dept. and Information Services dept. by speaking English to non-computer literate employees
- Built Lotus Notes R3 servers for testing

August '89 to
June '02

Oviedo Family Health Center (Owned by Arnold Epel, MD, PA)

Computer Consultant

- Built IT infrastructure used by medical practice
- Developed first software application used by medical practice using client/server based on Visual Basic and C
- Computerized medical practice – introduced computer application technologies to streamline business processes, reduce paperwork, and increase revenue
- Periodically reviewed business needs and assessed technology services to adapt technology and evolve technology infrastructure
- Trained personnel in use of management software
- Maintain and support server, workstations, and network

1982 to
1999

Freelance Computer Consulting

Systems Engineer (Computer and Network Infrastructure)

- Built Ethernet and Token Ring network infrastructure
- Built Novell and Microsoft Windows servers (NT 3.51)
- Installed virtual private network
- Installed software based firewalls for small business

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- Installed, configured, and maintained DSL and Cable Modem technology
 - Provided software and technology training
 - Install and maintenance of business systems
 - Manage and administer networks and computer systems
 - Install and manage office systems and programs, computers and network
-

Education

BS Degree Awarded 8/5/95 by University of Central Florida

Degree in Computer Science (Major) and Physics (Minor)
Background studies in psychology, finance, and math

Certifications, Training and Awards

Management Training, Learning Tree International

R6 Certified Lotus Professional in Administration

R5 Principal Certified Lotus Professional in Administration

R5 Principal Certified Lotus Professional in Development

Awarded team player plaque for involvement in global Lotus Notes infrastructure upgrade and consolidation by Fiserv

Awarded "Total Quality" by Westinghouse for Communications

Development Environments

Java; C, C++, C#; Mac OS X (current OS and earlier) - Xcode 5 through 6 mobile compilation/testing/deployment/UNIX/Linux/CentOS/FreeBSD/Solaris (C, K, T, CSH, Bash, Bourne shells - and scripting); Python 2.7; Perl 5.x; VB Script, VB 6, VB.NET 2003 and 2005 (2.0 .NET framework), Lotus Notes LotusScript, @Formula language; Pascal; IBM Smalltalk; Lisp; Ada; 8086 IBM Assembly; Modula-2; FORTRAN; Basic; PC/MS DOS (batch)

Network Services and Technology

Exchange 2016, 2013, 2010, 2007, 2003, 2000, 4; Lotus Notes Groupware and Mail services (versions R4 through R8.5.2); Windows 2012, 2008, 2003, 2000 and NT (built and administered AD and AD services); Novell (support, installation, administration); High level and low level Internet and Intranet business infrastructure, including but not limited to TCP/IP (Internet) and SPX (Novell); LAN; WAN (via Shiva and VPN); Switches, routers, firewalls; Web server (IIS, Apache, Lotus Domino); FTP server and other Internet services; Chameleon TCP/IP server and client