

# PETER SMITH

FULL STACK WEB DEVELOPER

## PROFESSIONAL SUMMARY

Seasoned Escalation Engineer with a robust track record at Spirion, adept in technical solution development and stakeholder engagement. Pioneered innovative problem-solving methods, enhancing system reliability and customer relations. Masterful in SQL analysis and root cause analysis, I excel in adapting to complex technical environments, underpinning my commitment to quality and team collaboration.

## SKILLS

- High capacity for technical information regarding new systems, procedures and production tools.
- Experienced Visual Basic script developer and web application automation.
- Careful attentiveness to fine details and complex topics.
- Hardware diagnostics
- Project Coordination
- Data Analysis
- Adaptability
- Software Troubleshooting
- Training Development
- Quality Assurance
- Software Debugging
- Technical Documentation
- Software diagnosis
- Multitasking
- Proficient with document preparation including test plans and quality assurance validations.
- Sophisticated familiarity and adherence to SDLC procedures and protocols
- Skilled analytical abilities that can provide insight into hard to identify software deficiencies.
- Incident Management
- Cross-Functional Support
- Critical Thinking
- Root Cause Analysis
- Stakeholder Engagement
- Problem Solving
- Team Collaboration
- Documentation Development
- Technical Troubleshooting
- Teamwork and Collaboration

## CONTACT

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## EXPERIENCE

### Tier 3 Escalation Engineer

APR 2022 - FEB 2023 | Spirion, Saint Petersburg, Florida

- Developed technical solutions to resolve customer escalations quickly and efficiently.
- Facilitated escalation calls with internal stakeholders to provide guidance on resolving escalated issues.
- Utilized effective problem-solving techniques to resolve challenging customer inquiries.
- Assisted with DBA technical issues and performed SQL / noSQL DB analysis.
- Assisted with DevOps deployments and technical issue triage with an end to end focus including database and application frontend/backend.
- Diagnosed system errors and implemented corrective action plans in a timely manner.
- Performed root cause analysis on escalated incidents to identify underlying issues and prevent reoccurrence.
- Maintained positive relationships with customers by providing exceptional service during escalations.

### C# Automation Engineer

FEB 2020 - APR 2022 | Spirion, Saint Petersburg, Florida

- Performed regular maintenance activities on automated systems including upgrades, patching, and configuration changes.
- Troubleshoot equipment and automated systems to address reported errors.
- Resolved complex technical issues related to automation systems through root cause analysis and troubleshooting techniques.
- Technical document generation for API's with Swagger.
- Test framework generation, implementation and execution.
- Defect/Bug identification and reporting.
- Application API automation in C#
- Application automation with VBA, Shell and PowerShell Script languages.
- Automation test result evaluation for SDLC approval to merge to UAT.
- Collaborated with development teams to identify opportunities for automation across all stages of the software lifecycle.

### Senior Software Quality Assurance Analyst

JAN 2015 - JAN 2020 | Abbott Laboratories ARDx, Clearwater

- Implemented and assisted in development of a new laboratory information system (LIS) for production use at Clearwater, FL and Austin, TX laboratories
- Developed Selenium automation scripts for systems analysis, documentation and validations for software performance
- Developed analytical utility test for data archival and complex multivariable test case scenarios analysis
- Established and trained QA teams for laboratory operations in accessioning and data entry in multiple LIS's (StarLims, AlereApp)
- Provided business analysis and assistance for business requirement documentation designed for modifications to production applications
- Generated test plan and approval documentation
- Oversight of off-shore development Software Quality Assurance team
- Developed automated test scripts for system functionality overview

- Assisted in technical analysis for developers and mediated business requests for verification of expectations and clarity
- Performed a key role in production environment builds with validations for multiple environments and task organization for developers
- Organized critical information for administrators and IT Operations managers.

### **LCMS-MS Maintenance Chemist / Technical Instrumentation Quality Team**

MAR 2014 - MAR 2015 | Alere Toxicology, Clearwater, US

- Handled operation and maintenance of LCMS-MS equipment (Shimadzu Prominence Modular HPLC/ SIL-30AC Autosampler / AB Sciex QTrap 3200,4000,4500, and 5500)
- Analyzed and approved technical equipment used in federally regulated toxicological analyses
- Performed LC columns preparation and HP-LC system maintenance, (SIL-30AC Autosampler / CTC Leap HTC PAL Autosamplers)
- Provided diagnosis and repair to malfunctioning technical equipment (listed above)
- Prepared samples and analytical plates for multiple liquid chromatography tandem mass spectrometry methodologies.

### **Software Quality Assurance Analyst**

JAN 2013 - JAN 2015 | Alere Toxicology, US

- Analyze functional features of existing LIMS software
- Assist in test plan generation
- Perform quality reviews for new and existing software applications
- Documentation and organization of validation technical information.

### **Quality Assurance / Data Entry Lead**

MAY 2013 - MAR 2014 | Alere Toxicology, Clearwater, US

- Reviewed technical documents for accuracy and verified regulated information entry into multiple LIS (StarLims, Apollo, AlereApp)
- Performed technical issue resolution and administration assist for critical issue triage
- Assisted with client communication and perform technical duties for analytical result release
- Assisted in user acceptance testing for the validation of new laboratory software.

## **EDUCATION**

### **Professional Certificate in Full stack Web Development**

2024 | University of Central Florida, Orlando, FL, US

### **B.S. Chemistry in US**

JAN 2001 | University of Tampa, FL

## **CERTIFICATIONS**

- Full Stack Web Development with MERN

## **REFERENCES**

References available upon request

## **AWARDS**

- Top Performer - Engineering from CEO Kevin Coopins of Spirion
- Top Performer - Laboratory from Director of Operations John Giddens Alere Toxicology