Felicia Hsieh

214@holbertonschool.com
github.com/feliciahsieh
(510) 461-3492

Dedicated Project Manager with deep understanding of many aspects of software development looking for a challenging job in high-tech. Trained as an engineer, hard-worker, and fast-learner.

WORK EXPERIENCE

Lawrence Berkeley National Labs, Computer Systems Engineer 2, Berkeley, CA   2014 - 2017
- ❖ I created and conducted the IT Training program that trained 300 lab employees in 40 classes on 6 Google's Docs, Sheets, Sites, Forms, and Groups in 7 months. Set up the IT Training website.

RELATED WORK EXPERIENCE

- ❖ I led AT&T's first successful DSL service offering in 3-6 months by building up and actively managing 4 concurrent DSL trials (2 for AIS, ALS/LNS, WorldNet). Was key in evolution of trial to company's first nationwide rollout by working with 75 people daily, processing 2,200 orders in 6 months. Conducted training for staff and created website for operations. Dotted line of team of 75 members.
- ❖ My team expanded the DSL ATM backbone architecture to reach 58 metropolitan areas. Involved in all aspects of Time-To-Scale (Infrastructure Build-out, Provisioning, NOC, Customer Care, Billing, Training, Process Improvement, Intranet, Sales, Support, Vendor management, ACD 877-xDSL-ATT). Was on-call 24x7 for 1.5 years, including Y2K.
- ❖ I managed 5 new high profile, municipal and enterprise Wi-Fi networks in less than a year on contracts worth $15K - $1.6M.
- ❖ My team added dozens of Google's cache servers at ISP's to offload their core network backbone.
- ❖ I managed AT&T's newly-introduced Intelligent Content Distribution project (CDN).

EDUCATION

Holberton School, Full-Stack Software Engineer program   2017 - present
College of Dupage, Internetworking (CCNA) program
University of Miami, MBA
Rutgers University, BSEE and BSCS

SKILLS

Project Management: MS Project, Google Suite (Sheets, Docs), MS Office (Excel, Word), RFP's, Training, Marketing.
Computer: Github, Python, MySQL, Javascript, NodeJS, Java, C, Objective C, Bash, HTML / CSS, C, Selenium, Linux (Ubuntu), Docker, Nginx, Apache, HAProxy, ArcGIS, LAMP
Networking: CCNA (equivalent), SSH