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## Stephanie J. Palmer

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### SUMMARY:

Skills include DBA, developer support, automation, integration and systems engineering, and project management. 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, Solaris, VMWare, Windows

Databases: Oracle, Sybase, MySQL, PostgreSQL

#### [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

9/2005 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 servers, 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 servers, web servers, operating systems and networks. The individual also must possess excellent QA, troubleshooting and documentation skills.

#### *Automation*

Ported the automation system to AIX, Linux (Debian, RedHat and SuSE) and HP-UX (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; HP-UX 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 HP-UX 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 & Suite Spot, 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

San Francisco, California

07/1999 to 11/2000

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

Santa Clara, California

07/1997 to 07/1999

**Project Manager for Web Development and Internet Services Group & Quality Assurance Manager**

12/1998 to 07/1999

- 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, Technical & Developer Support**

07/1997 to 12/1998

- 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)  
Santa Clara, California

10/1996 to 07/1997

### **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

San Diego, California

06/1993 to 10/1996

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 (RedHat, Debian, Ubuntu, Xandros, SuSE), Solaris, AIX, HPUX, Tru64, and All 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, Case Studio, ERWin, SQL Navigator and Oracle Designer.
Directory Servers:	Oracle Internet Directory, iPlanet LDAP, SunOne, Novell eDirectory and ActiveDirectory.
Languages:	PERL, UNIX Shell Scripting, PL/SQL, XML, HTML, some Python, JAVA and C
System Tools:	VMware Server 4.5.x - 5.0, Norton Ghost Server, JumpStart Server
Developer Support and Web Tools:	Cygwin, Perforce, SVN, Mercurial, Git, Ant, 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, JUnit, Microsoft Web Stress Test, Rational Visual Test, TestDirector, and Purify
Productivity Tools:	OpenOffice, 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.*

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