

# Dana Simmons

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## SUMMARY

- Software Engineer with 5 years experience improving performance of server side applications and leading organizational change.
- Over 10 years of experience troubleshooting software and hardware issues in film production and leveraging project management skills with clients to define requirements and exceed expectations.
- Increased call volume of automated call center products by 60% and reduced critical issues by 25% at Noble Systems Inc., a multinational leader in telecom and workforce optimization software.
- Consistently ranked in top 10% by performance reviews and customer satisfaction.

## TECHNICAL SKILLS

Bitbucket, GitHub, Docker, Jira, Linux, PostgreSQL, Sqlite, eBPF, Python, Flask, Pytest, Asyncio, Twisted, C++, GTest, Libcurl, Openssl, JavaScript, TypeScript, Node, Express, Jest, React, Ruby, Ruby on Rails,

## PROFESSIONAL EXPERIENCE

### Noble Systems Inc

**Atlanta, GA**

Software Engineer

2019 - 2023

- Built and maintained server side Contact Center as a Service applications. Used C++, GTest, Python and Pytest, to ensure high reliability of server side components and maintain compliance with telecom regulations.
- Leveraged Linux eBPF, PostgreSQL statistics, Perf, Sar, Gdb, Grafana and Prometheus to analyze server performance, develop test plans, and remove bottlenecks in performance of server side applications, increasing phone call volume by 60%.
- Used Data Dog, Grafana, Bash, Linux, and Syslog to collaborate with customer support teams and identify root cause of issues, reducing critical issues by 25%.
- Used UML, the Adapter Design Pattern, Python and Pytest to design and refactor ETL scripts from brittle, error prone bash scripts, into fully tested, portable, Python programs.
- Utilized 4GL C bindings to extend the capabilities of legacy database applications with modern C++, http capabilities, and message queues, allowing the integration of various REST APIs to legacy IBM database code and adding value to users.
- Implemented 256 bit AES encryption and decryption for secure credential storage using openssl and python crypto libraries.
- Applied Agile methodologies to refine processes used for bug triage, documentation, and create lesson plans to train junior engineers.
- Recognized as employee of the month and consistently ranked in top 10% of performance reviews and customer satisfaction

### IATSE Local 479

**Atlanta, GA**

TV & Film Location Audio Engineer

2009 - 2018

- Analyzed project proposals to identify requirements and deliverables of months long, major film and tv productions with crews of up to 100 members and A-list talent.
- Analyzed UHF radio frequency (RF) spectrum in real time with rtl-sdr and gnu-radio software defined radio (SDR) to reduce outages and increase reliability of wireless microphone systems to 99.99%
- Deployed and debugged distributed, real time, video and audio systems in high pressure, remote locations to ensure reliable communication between teams.

## EDUCATION

### Flatiron School

**Atlanta, GA**

Full Stack Developer Program

Jan 2019 - May 2019

Immersive, four month, full time, in person Full Stack Software Engineering program using Ruby on Rails and ReactJS to build 4 different full featured web applications.

### Art Institute of Atlanta

**Atlanta, GA**

Bachelor of Science: Audio Engineering

2008 - 2011