

THOMAS MILLER

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PROGRAMMING AND AUTOMATION PROFESSIONAL

A skilled and knowledgeable technical professional with several years of experience working within cross-functional teams to develop, troubleshoot, support, and launch software products. Proven experience developing effective workflows and infrastructure for software testing and development. Excels in research, communication, and technical problem-solving. Demonstrated success maintaining relationships and managing software integrations.

TECHNICAL EXPERTISE AND KNOWLEDGE

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|--------------------------|-------------------------------|
| ▪ Data Analysis | ▪ Root Cause Analysis |
| ▪ Regulations Compliance | ▪ Cross-Browser Compatibility |
| ▪ Cross-Functional Teams | ▪ Training Guide Development |

Languages: Python, Linux, MySQL, NoSQL(MongoDB), PHP, Perl, Javascript, Shell Scripting, JSON, HTML, CSS, C, C++, C#, Ruby, RegEx, vimscript, PyTorch, NumPy
Software: Microsoft Office (Word, PowerPoint, Excel), Adobe Photoshop, vim, Pycharm, Visual Studio
Frameworks: AWS, Microsoft Azure, Pytest
Spoken Language: English - Native, Japanese - Intermediate

PROFESSIONAL EXPERIENCE

ADT Inc, Blue Bell, PA

September 2020–Present

Quality Engineering, Automation

Created, developed, implemented and optimized Shell and Python automation scripts for burn in testing for embedded Linux-based security systems and home automation appliances. Worked with IoT devices using technologies such as DECT ULE, Z-Wave, IP, and Bluetooth.

- Worked closely with the Firmware development teams to manually test new software feature builds.
- Regression tested release candidates and provided feedback on both technical and UX issues that arose.
- Refactored and refined legacy testing code to use modern testing structures and languages.
- Troubleshot issues between web backend infrastructure and devices.

XENIAL/GLOBAL PAYMENTS, Lansdale, PA

Feb 2017–September 2020

QA Automation Engineer

Created, developed, implemented and optimized Python automation and manual testing for major Point of Sale (POS) systems and mobile web platforms as part of a 10-member QA team at a 100-staff development firm specializing in restaurant-industry technology. Conducted code review, wrote and maintained knowledge base articles, and trained five Support Technicians on customer service techniques and technical skills. Earned four promotions within two years.

- Provided quality analysis and support throughout the development and deployment of three major product rollouts.
- Created a set of Shell Script tools for the support-team that automated troubleshooting to identify common software issues and provide plain-language solutions, reducing average call resolution time by two minutes.
- Improved testing reliability by assessing the root cause of failures and redesigning test parameters to remove potential invalid configurations, saving up to two hours in manual intervention time per week.
- Oversaw third-party integrations on multiple projects, which included troubleshooting system communications, managing communications and maintaining relationships with six external vendors.
- Determined product utilization metrics and reporting standards used to gauge project success.
- Developed hotfixes, patches and scripts to resolve issues before they become widespread problems.
- Created a set of Shell Script and PHP tools that deployed and checked systems in a parallel fashion, reducing dataset compilation time from over twelve hours to under an hour.

INDEPENDENT PROJECTS

- Created a [local webpage server](#) rendering markdown files to HTML on demand for in Python.
- Created a [Microsoft Azure backup client](#) in Python utilizing the Microsoft Azure Python module and documentation.
- Completed over 60 [coding challenges](#) in Python and other languages including ciphers and complex number problems.

ADDITIONAL WORK EXPERIENCE

MarketSource Inc, HP Brand Ambassador

July 2016 – February 2017

Starbucks, Barista

July 2014 – July 2016

EDUCATION

THE COLLEGE OF NEW JERSEY, Ewing Township, NJ, 2014

Bachelor of Arts (BA) in International Relations and Affairs in Business and Economics

Overseas study 2012-2013 – Ritsumeikan Asian Pacific University – Beppu, Japan