

Wade Penner

P. Eng, PMP, CQA

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Summary

Experienced quality professional with background in project management and test engineering. Certified Project Management Professional (PMP) and registered Professional Engineer. Motivated learner who excels at problems solving and strives for continuous improvement.

Areas of expertise:

- Data analysis
- Automation
- Scripting
- Quality management
- Test engineering
- Customer relations
- Outsourced development
- Problem solving
- ISO 9001

Education

Faculty of Engineering, University of Alberta
B.Sc. Computer Engineering (Co-operative Program)
Edmonton, AB
September 2000 - May 2005

- electives focused on Networking, Telecommunications, Business, and Management

Professional Work Experience

VMC / Hewlett-Packard
Quality Assurance Analyst
Montreal, QC
May 2011 - present

- performed failure analysis for the firmware of HP's MultiService series of enterprise Wi-Fi equipment
- conducted black box systems testing on the equipment through an automated test environment
- developed and debugged test scripts in Bash and PHP in a GNU/Linux environment
- analyzed failures covering a wide variety of networking and system management protocols
- worked with the automation team to debug failures in the test system and suggest improvements

Nortel Networks
Quality Auditor
Montreal, QC
July 2009 - March 2010

- maintained the quality management system for the enterprise supply chain operations organization
- performed internal audits and coordinated external ISO 9001 audits
- continued role as product field performance database prime, and product traceability expert

Nortel Networks
Business Intelligence Analyst
Calgary, AB / Montreal, QC
April 2006 - June 2009

- migrated product field performance data from legacy system to new system under development
- set user requirements and proposed architectural design changes for new system
- managed overseas support team, prioritizing support requests, and assisting in investigations
- negotiated with suppliers for the exchange of data; managed extract transform load processes
- developed tools for data analysis and task automation with SQL, Perl, and VBA scripts
- monitored performance and drove improvements to company's product tracking processes
- managed product quality relations with TELUS Mobility; regularly presented performance overviews to TELUS Senior Management

Nortel Networks
Quality Engineer
Calgary, AB
May 2005 - March 2006

- managed the quality for Nortel's entire portfolio of wireless, digital, and VoIP telephones
- worked with design, manufacturing, support, and product management for resolution of quality issues
- managed root cause analysis investigations; driving corrective action, and writing customer reports
- interfaced with company representatives worldwide for customer investigations and satisfaction issues
- analyzed return, repair, and manufacturing data to identify potential product quality issues
- developed quality plans with new product introduction teams to ensure products were developed with suggested design practices and high quality standards

Computing Experience

Operating Systems:

- DOS, Windows (3.x/9x/XP/7), Mac OS X, and Linux/Unix (Ubuntu, Solaris, Debian, OpenBSD)

Software:

- Microsoft Office, Adobe Creative Suite, Visual Basic, Altera MaxPlus II, Matlab, and NI LabVIEW

Programming/Markup/Description Languages:

- C/C++, Java, Perl, PHP, Bash, Visual Basic, SQL, ASP, HTML, XML, VHDL, and M68K Assembler

Co-op / Internship Work Experience

Nortel Networks

Calgary, AB

Test Engineer, Co-op Student

May 2003 - December 2003

- designed test set verification hardware to reduce troubleshooting time for test equipment wiring
- interfaced with a variety of test equipment such as signal generators and visual signal analyzers
- developed applications with NI LabVIEW using GPIB for the test set verification hardware
- troubleshooted various test set problems for test engineering, design, and production
- spearheaded new processes to reduce deployment time for new test set equipment
- provided extensive documentation for all hardware and processes developed

ATCO Pipelines

Edmonton, AB

Process Control Engineer, Co-op Student

January 2002 - September 2002

- designed electronic flow control and measurement systems for natural gas facilities across Alberta
- managed projects in all stages including design, budgeting, drafting, purchasing, and construction
- collaborated with construction and maintenance personnel for optimal designs
- assisted on-site during construction of projects designed, in both technical and support roles
- programmed flow computers to send real-time measurement data to SCADA and billing systems
- utilized transmitters, flow computers, MODBUS radios, H2S analyzers, thermoelectric generators, control valves, turbine meters, and designed complete power distribution systems for projects

Other Work Experience

Town of Picture Butte

Picture Butte, AB

Parks Foreman

May 2001 - September 2001

- managed several workers; was responsible for the hiring, including advertising and interviewing

WP Consulting

Picture Butte, AB

Self Employed Web Designer

October 1996 - January 2002

- designed web pages and provided computer support for a variety of businesses and individuals

Professional Memberships & Certifications

Association of Professional Engineers, Geologists, and Geophysicists of Alberta, Member (2001 - present)

- Professional Engineer - P. Eng. (2009 - present)

Project Management Institute, Member (2010 - present)

- Project Management Professional - PMP (2011 - present)

American Society for Quality, Senior Member (2006 - present)

- ASQ Certified Quality Auditor - CQA (2009 - present)

Institute of Electrical and Electronics Engineers, Member (2005 - present)

Volunteer Experience

- Crew Leader, Habitat for Humanity Montreal (2010 - present)
- Judge, Calgary Youth Science Fair (2007)
- Team Leader, Calgary International Film Festival (2005, 2006, 2007, 2008)
- President, U of A Engineering Students' Society (2004 - 2005)