Wade Penner

Montréal, QC ▪ 514-654-9233 ▪ wade.penner@gmail.com ▪ www.wadepenner.ca

Summary

Experienced quality professional with background in project management and test engineering. Motivated learner who excels at problems solving and strives for continuous improvement.

Areas of expertise:

- Automation
- Problem solving
- Scripting

- Networking
- Quality management
- Test engineering

- Data analysis
- Business intelligence
- Linux

Education

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

Professional Work Experience

Hewlett Packard Enterprise / Aruba Networks   Montreal, QC
QA Automation Engineer   May 2011 – present
- performed failure analysis on the firmware of embedded Linux based 802.11 wireless routers
- conducted grey box testing on real hardware through an automated test environment
- developed and debugged test scripts in PHP, Python, Bash, and TLC in a GNU/Linux environment
- debugged issues covering a wide variety of networking and system management protocols
- promoted to expert status and was responsible for managing all resources and a team of three people
- evolved the automation framework through proposals to allow for better workflows and efficiency
- developed new tools and techniques to assist in debugging and improve test coverage

Nortel Networks   Montreal, QC
Quality Auditor   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   Calgary, AB / Montreal, QC
Business Intelligence Analyst   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   Calgary, AB
Quality Engineer   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:
- Windows, Linux/Unix (Ubuntu, Debian, OpenBSD, Solaris), and MacOS

Tools / technologies:
- GIT, Docker, Ansible, Nagios, Jenkins, Jira, REST API, vCenter

Programming/Markup/Description Languages:
- Python, Perl, C/C++, PHP, Bash, SQL, JavaScript, Java, Visual Basic, ASP, HTML, and XML

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
- troubleshot 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

The Association of Professional Engineers and Geoscientists of Alberta
- Professional Engineer – P. Eng. (2009 – 2022)

Project Management Institute
- Project Management Professional – PMP (2011 – 2023)

Certified Wireless Network Professionals
- Certified Wireless Network Administrator (2023 – present)

Volunteer Experience

- Crew Leader, Habitat for Humanity Montreal (2010 - 2011)
- 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)