

Seulki Lee

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PROFESSIONAL SUMMARY

Multi-talented Software Engineer consistently rewarded for success in planning and operational improvements. Eager to contribute to team success through hard work, attention to detail and excellent organization skills. 10+ years of experience with Full software development life cycle.

SKILLS SUMMARY

- **DevOps Knowledge:** Jenkins, Docker, Artifactory, GitHub, IBM Cloud, Kubernetes, Moogsoft, Dynatrace, Splunk, LogDNA, Quantum Metrics, xMatters, Coverity, Sonarqube, Hygieia Dashboard
 - **Web Development Knowledge:** HTML, CSS, JavaScript, TypeScript, jQuery, Node.js, React.js, Angular, MongoDB, MySQL, APIs, JSON, AJAX, Heroku
 - **Wireless knowledge:** LTE, CDMA, GSM, GRPS, EDG, WCDMA, etc.
 - Bilingual (Korean)
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PROFESSIONAL EXPERIENCE

American Airlines – Fort Worth, TX

Development Engineer, September 2021 to Present

Maintain and enhance American Airlines website homepage. Implement various components working closely with leaders, project managers, IT architects, technical leads and UX design teams.

- Develop Flight Status components with Angular and implement changes to all international sites of American airlines website
- Responsible for A11Y product for Customer Technology Org
- Implement and run Unit, Integration, and e2e tests on components
- Review PRs and submit comments on GitHub to actively collaborate with other developers
- Research and implement new technologies to enhance current processes, security and performance
- Support aa.com production on-call with maintaining enterprise services, applications, and platforms

American Airlines – Fort Worth, TX

DevOps/Support Engineer, February 2019 to August 2021

Supported Development teams in Customer Technology in the introduction and implementation of DevOps solutions and adaptation of best practices in DevOps. Prioritize pipeline issues and providing solutions to support team's faster delivery process.

- Supported product teams with onboarding DevOps toolchains
- Promoted best practices within DevOps principle: Enhancing and supporting product teams to leverage MTTR, deployment cycle, change failure with Dash and Hygieia dashboard (Open source project from Capital One)
- Facilitate Community of Practice: Promote "Culture of Continuous Learning"
- Troubleshooted Jenkins pipeline issues: Supporting issue ticket on SRE site
- Partnered with product teams to migrate Public IBM cloud to IKS Cluster
- Integrated APM application such as New Relic APM and Dynatrace One Agent
- Utilize Moogsoft for outages and major incidents
- Supported aa.com production on-call : Troubleshoot and resolve production outages

American Airlines – Fort Worth, TX

Quality Assurance Engineer, September 2016 to February 2019

Performed software quality assurance for the American Airlines iOS and Android mobile applications for an improved customer experience. Worked with QA Lead, Business Analysts, Project Managers, Developers and Testers to ensure on-time delivery and accuracy of software solutions.

- Collaborated with UX and Analytics for user story completion
- Developed and implemented test scripts
- Utilized HP QC to support testing efforts for defect tracking based on software requirements
- Created complex data using Sabre for testing purposes to support developers to ensure quick defect resolution
- Troubleshoot and identified production issues
- Performed smoke tests, beta/production tests and hot patches to assist developers
- Performed functional, usability and regression tests

Samsung Electronics America – Plano, TX

Parts Planner, January 2015 to September 2016

Maintained parts and materials master data and billed of materials to accurately plan and execute the Materials Requirements Planning (MRP) System. Analyzed parts inventories for maximum customer product repair support while minimizing inventory levels to meet product service and repair requirements.

- Ordered parts from the available and most cost and delivery efficient internal and external resources
- Maintained analytical and reporting systems to monitor quantity and timing of usage
- Initiated parts into inventory for new product introduction and discontinue models at end of forecasted product life
- Maintained and trained users of service parts inventory processes within SAP business enterprise system

Samsung Telecommunications America (contractor: Device Inside) – Richardson, TX

QA Engineer, January 2012 to January 2015

Served as a key member of Verizon, AT&T and User Trial testing team as the lead QA tester on development projects. Performed software quality assurance on Android, Windows Mobile, and Android Tablet testing. Provided client with detailed reports on quality metrics, identified bug/flaws, and recommended fixes.

- Performed User Experience, Performance, Usability, Compatibility Testing
- Field Driving Testing (IRAT, PS, Bluetooth Car Kit), Exploratory Test, Reproduction Testing, Intensive Testing, Check list, Menu Tree
- Automation Testing with Tool for Android, Regression Testing, FOTA, GOTA, GPS
- Analyzed mobile software with QXDM and QPST
- Utilized Odin, RDX, Samsung PST tools
- Performed issue management in PLM server
- Worked with Verizon, Sprint, T-Mobile, AT&T counterpart R&D/QA engineering

EDUCATION & CREDENTIALS

Southern Methodist University – Dallas, TX

Full-Stack Web Development Boot Camp, 2020

Texas Women's University – Denton, TX

Bachelor of Science in Nutrition (Minor: Mathematics), 2011

ISTQB Certified Tester, Foundation Level, 2013

Certificate Number 14-CTFL-00185-USA