

Daniel Sandoval

SOFTWARE ENGINEERING MANAGER

SUMMARY

Experienced in software development, QA, DevOps, user support, and project management, I am currently serving as a Software Engineering Manager, where I coach engineers, provide technical guidance, and oversee projects. I am seeking a new challenge where I can apply my skills to make a positive impact.

SKILLS

Coding: C#, Python, JavaScript, HTML5, CSS3. Databases: SQL, MongoDB, Neo4J. DevOps: Ansible, Docker, GitHub Actions, ECK. OS: Windows, Linux (Debian). Others: Git, Proxmox, MS Visio, WSL. Projects: SW Engineering, System Design, Planning, PMP, Product Owner, Scrum, QA, DevOps, Reqs. mgmt.

EXPERIENCE

SW ENGINEERING MANAGER

Intel – Aug 2021 - Present

Formed and lead a distributed team across the US, MX, and Israel, responsible for Software Development, DevOps/QA, and User Support.

DevOps:

- Hired a DevOps/QA team to implement from scratch a CI using GitHub Actions, improving code quality and reducing user issues.
- Advise leadership on tech roadmaps and process improvement.
- Deploy JIRA project, created plans, backlogs, milestones and rolled out Scrum process
- Secured funding and provisioned new virtualization infrastructure for CI and Development work.
- Standardized test frameworks and consolidated testing practices.
- Rolled out Ansible for hardware configuration and Docker/Kubernetes for internal tools, saving thousands of developer hours.
- Released Elasticsearch and Kibana solution for the managing and monitoring of CI infrastructure
- Introduced AI-driven documentation and code review tools to boost efficiency.
- Led the migration of 200+ repos from GitLab to GitHub. Defined repo management policies.
- Established and drove hardware purchase and management policies

User Support:

- Created a support team to improve communication and service for global users of a custom Debian distro.
- Defined processes, SLAs, and dashboards for transparency.
- Defined data collection and reporting infrastructure for indicators implemented in PowerBi.
- Drove continuous improvement process to cut software escapes.

Software Development:

- Managed 5 US-based developers to deliver C/C++ drivers and apps for next-gen silicon validation.

Other:



CONTACT

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CERTIFICATIONS

*Project Management
Professional* ([1993982](#))

PMI.org – 2015

*Professional Scrum Product
Owner – PSPO I* ([624299](#))

Scrum.org – 2021

IT Project Management
([53175883](#))

Tecnológico de Monterrey —
2022

EDUCATION

MBA in Business Analytics
Universidad Autónoma de
Guadalajara
2022–2024

M.Sc. in Computer Science
Universidad Autónoma de
Guadalajara
2013–2015

B.Sc. (Ed) in Math Education
Universidad de Colima
2000–2005

B.Sc. in Computer Systems
Instituto Tecnológico de Colima
1998–2003

INTERESTS

Programming and AI
DevOps and QA
Project Management
Sports
Travelling and Photography
Music(Expert playlist maker 🎧)

- Drive site-wide initiative and lead volunteer coaching for standardization and improvement of Software Development practices.

PRODUCT OWNER

Intel – Aug 2015 - Jul 2021

- Led a multidisciplinary scrum team delivering web applications for Finance, Service Desk, and Learning, serving over 10,000 global users.
 - Finance: MVC application built with ASP.Net and Angular.
 - Service Desk: React front-end built on top of REST API with proprietary backend.
 - Learning: MVC application built with ASP.Net built on top of SharePoint.
- Oversaw product >strategy, roadmaps, stakeholder communication, and KPIs.
- Managed project lifecycle, including end-of-life and resource allocation aligned with organizational goals.
- Established and implemented a Product Life Cycle for an Eclipse-plugin app used in next-gen Silicon verification.
- Oversaw backlog, feature delivery, and Scrum processes for a multi-location development team.
- Managed stakeholders, provided training, documented new requirements, and authored technical specifications.

SOFTWARE ENGINEER

Intel – Feb 2011 - Jul 2015

- Developed features for an Eclipse-plugin app verifying next-gen Silicon products.
- Managed a tight-schedule backlog and provided support to global users via in-house service desk system.

SOFTWARE ENGINEER

IBM – Nov 2007 - Feb 2011

- Developed and supported legacy AS/400 communication modules and mainframe network protocols written in C, resolving issues for Fortune 500 clients.
- Built and maintained desktop applications in C++ and C#/XML with MVC architecture.

SOFTWARE ENGINEER

Coca-Cola – Mar 2004 - Nov 2007

- Developed and maintained ERP modules using Visual Basic, SQL Server, C#, and .NET in a Scrum environment.
- Created reports with SSRS and provided user support and training.