

# DANIEL SANDOVAL

## SW Engineering Manager

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## CAREER SUMMARY

Professional with experience on SW Dev, QA, DevOps, User Support and Project Management. Started as a SW Engineer for ERP systems and OS components. Became interested on Project Management and moved into leading teams and projects. Obtained PMP and Scrum Product Owner certifications, developed experience on facing Customers and managing feature requests. Now performing as SW Engineering manager but still in touch with technology and solutions, providing coaching, business context and system design advice to Jr and Sr engineers from different backgrounds and cultures along with Customer and Project management. Currently looking for a challenging position in an innovative organization where I can use my technical and analytical skills to change the world one step at a time.

## EXPERTISE AND SKILLS

Project Management | SW Engineering | QA Management | DevOps Management | Planning | Excellent communicator | Problem solving oriented | Drive complex/ambiguous requirements to working SW | Business Acumen and Customer handling | Improvement and innovation seeker | Pricing and Budgeting | Customer management | Project Management Professional (PMP 1993982, 2015) | Professional Scrum Product Owner (PSPO I, 2021) | Linux, Debian, WSL | Programming: C#, C/C++, Python, Java, Bash, Perl | MongoDB, Neo4J, MS SQL, Oracle | JIRA | GitHub Actions | Jenkins | Proxmox | XML | GIT | Perforce | TeamCity | Visio | Azure DevOps | PowerBI | ECK | JavaScript | Automation | Data analysis | Ansible | Docker

## PROFESSIONAL EXPERIENCE

### SW ENGINEERING MANAGER | Intel | Guadalajara, MX

Aug 2021 – present

Managing multi-geo team located in US, MX and Israel with a variety of functions: SW Development, DevOps/QA and User Support.

#### DevOps:

- Initiated DevOps/QA practices for a larger SW Dev organization by recruiting a team to implement a GitHub Actions CI flow against the deliverables of the SW org.
- Collected requests and use cases from Developers and Customers to defining a JIRA backlog and roadmap for DevOps/QA work.
- Coached team to:
  - Design CI/CD and Telemetry solutions, including VM-based Python middleware for data processing and ECK for visualization.
  - Deploy Ansible for HW control and monitoring with Grafana dashboards and email notifications.
  - and Docker for automated VM deployment and containerized platforms to speed up SW testing.
  - Implement CI environment with GitHub Actions that puts quality checks to new code added to a custom Debian distro, using a mix of virtual and physical on-premises GitHub Runners.
  - Currently coaching the team to implement AI-based tooling to aid documentation and code review process for development teams.

#### Customer Support:

- Recruited a User Support team to improve communication and service provided to global internal customers and users of a custom Debian distro.
- Collected requests and use cases from Customers to define a JIRA backlog and roadmap for Customer Support work.
- Established a mode of work for the team by defining processes, SLA and indicators.
- Coached the team to publish a dashboard using PowerBI to keep Customers and Mgmt. informed.
- Coached the team to become champions of a continuous improvement/retrospective process implemented at organization level with the goal to reduce the number of software bug escapes to customers.

#### SW Development:

- Managed a team of 5 US Developers trainees for a 6-month assignment, team members ranging from Senior to Recently Graduated.
- Coached team to deliver C/C++ Driver and Applications for a custom Debian-based Operating System used for the validation of next-generation Silicon products.

## Processes implementation and other related activities:

- Formed and managed an organization-level task force for a GitLab -> GitHub migration of about 200 repositories.
- Define mode of work for teams: Implemented Scrum for DevOps, Kanban for customer support, definition of quarterly OKRs at personal and team level, *Personal Development Plans* for team members, Customer SLA, roadmaps and delivery plans.
- To accelerate SW Development practices, negotiated fundings and provisioning of a server farm to enable virtualization infrastructure for organization-level teams. Created forecasts, procurement plans, comparative analysis and proposals and secured the funding of such infrastructure that is under deployment now.
- Work with IT to enable tooling and environment for my teams, e.g.: MongoDB, ECK, JIRA deployment for DevOps and Customer Support teams.
- Provide advice to upper management on SW Development, decision making, conflict resolution processes and technology roadmaps.

## Extra-curricular activities:

- Leading a Site-wide Software strategy to develop and strengthen the SW development practices with BKM, standardization and training.
- Formed a volunteer team of experienced SW engineers to execute the strategy and provide coaching to local teams.

## PRODUCT OWNER | Intel | Guadalajara, MX

Sep 2017 – Jul 2021

Lead a multidisciplinary scrum team (Dev, QA, Customer support)

- Managed the development and delivery of a portfolio of web apps (developed with JS, SharePoint, Mongo, SQL and others) used in areas such as Finance, Service Desk and Learning, having global internal users across multiple Business units and multiple stakeholders. Service desk and Learning applications with a user base of about 10K users distributed globally. Finance application with a user base of about 1K users distributed globally, used to manage budget at business unit level.
- Define communications strategy, multi-year planning and roadmaps, high level design, UC collection, Service Level Agreements, KPIs for dev team
- Drove closure/end-of-life of in-house projects and resource disposition due Org strategies shift.

## PRODUCT OWNER | Intel | Guadalajara, MX

Aug 2015 – Aug 2017

- Defined and applied a Product Life Cycle for an Eclipse-plugin app used in the verification of next-gen Silicon products.
- Managed the backlog and delivery of software features and Scrum process for a multi-geo Dev team
- Stakeholder management, training, document new requirements, write technical specifications.

## SOFTWARE ENGINEER | Intel | Guadalajara, MX

Feb 2011 – Jul 2015

- Implemented features for an Eclipse-plugin app used in the verification of next-gen Silicon products.
- Managed a backlog within tight schedules, facing global customers and providing support through in-house service desk system.

## SOFTWARE ENGINEER | IBM | Guadalajara, MX

Nov 2007 – Feb 2011

- Owner/Customer-support of legacy communication modules of AS/400 systems, SW Dev and Support of Mainframe network protocols written in C, Issue handling and resolution for Fortune 500 Customers
- SW Dev of Purchasing Desktop App, SW Dev and Support of Desktop App written in C++, Coding of designs in a mix of Visual C++/C#/XML environment and MVC architecture.

## SOFTWARE ENGINEER | Coca-Cola | Colima, MX

Mar 2004 – Nov 2007

- Develop and support modules for in-house ERP system using VB, SQL server, C# and .NET Framework technologies in general.

## EDUCATION

MASTER'S DEGREE   Business Analytics   Universidad Autónoma de Guadalajara	2022 – 2025
MASTER'S DEGREE   Computer Systems   Universidad Autónoma de Guadalajara	2013 – 2015
BACHELOR'S DEGREE   Computer Systems   Instituto Tecnológico de Colima	1998 – 2003
BACHELOR'S DEGREE   Math Education   Universidad de Colima	2000 – 2005

## INTERESTS

Technology | Programming | AI | System Design | DevOps | QA | Management | Project Management | Photography | Sports | Travel | Sustainability | Cooking | Expert playlist maker