

David Caldwell

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Professional Summary

Software Engineer & Technical Operations Specialist

Computer Science graduate with 10+ years of technical operations experience, blending deep hardware troubleshooting with modern software engineering. Expert in remote diagnostics and **technical enablement**, with a proven track record of **mentoring junior technicians** and translating complex engineering concepts into accessible training materials.

Possesses a unique ability to bridge the gap between physical hardware realities and software logic. Seeking engineering roles that leverage this hybrid background in **full-stack development and cloud infrastructure** to solve complex **system architecture, user experience**, or operational challenges.

Technical Skills

Languages: Python, Java, JavaScript/TypeScript, Kotlin, SQL/NoSQL, C++, Bash/Shell.

Cloud & DevOps: AWS (EC2, S3, CloudFormation), **GitHub Actions (CI/CD)**, Automated Testing, System Monitoring.

Web Frameworks: React, Node.js, HTML, CSS, RESTful APIs, Stripe API.

Engineering Operations: Root Cause Analysis, **Technical Mentorship**, **Scrum/Agile Leadership**, **Incident Response**, Technical Documentation.

Core Concepts: Object-Oriented Design (OOD), Data Structures & Algorithms, Full-Stack Architecture.

Education

Bachelor of Science in Computer Science

Bellevue College, Bellevue, WA | June 2024
Graduated Magna Cum Laude

Software Projects

ReturnPal: Full-Stack Android App | Java/Kotlin, AWS, DynamoDB, Stripe | [Link to Repository](#)

- **Agile Leadership:** Led the development lifecycle for a collaborative team, facilitating daily stand-ups and sprint planning. Managed feature timelines and unblocked team members to ensure successful milestone delivery.
- **DevOps & Infrastructure:** Solely responsible for architecting the project's CI/CD pipeline using **GitHub Actions** and **AWS Amplify**. Automated the build, test, and deployment processes, creating a stable "push-to-deploy" environment for the entire team.
- **Backend & Integrations:** Co-architected scalable infrastructure on AWS (EC2, S3, DynamoDB) using CloudFormation (IaC) and integrated the Stripe API to handle secure payment tokenization and transaction workflows.

Full-Stack Logistics Platform (Númenor Freight Division) | [Link to Site](#) | [GitHub Link](#)

- **Automated Deployment:** Implemented a robust CI/CD strategy via **GitHub Actions**, reducing deployment risk and ensuring code quality through automated testing gates.
- **Serverless Architecture:** Architected a high-reliability serverless backend using **React** and **Firebase**. Integrated Google Pub/Sub to power a Discord notification bot with automatic retries and rate-limiting logic.
- **Testing Standards:** Authored a comprehensive test suite using **Jest** and **React Testing Library**, establishing the repository's standard for rigorous frontend verification.

Android Development Workshop & Curriculum (Capstone) | [Link to Repository](#)

- Designed and co-authored a comprehensive, step-by-step technical workshop teaching modern Android development using **Kotlin** and **Jetpack Compose**.
- Collaborated on creating "Zero-to-Hero" documentation, including environment setup guides, project structure analysis, and progressive code challenges.
- Built a complete demo application as a team to serve as the golden standard for workshop participants, demonstrating best practices in mobile architecture.

Professional Experience

Drives Repair Technician | Radwell International (Acquired Practec LLC) | 2019 - 2024

- **High-Efficiency Output:** Consistently achieved diagnostic output levels **comparable to full-time technicians** despite working a reduced schedule. Maintained one of the highest **repair-to-hour ratios** in the department, maximizing revenue generation during limited shifts.
- **Technical Mentorship:** Leveraged deep legacy system knowledge to serve as a resource for the wider team, providing ad-hoc coaching and troubleshooting support that reduced downtime for newer staff.
- **Knowledge Transfer:** Facilitated the integration of Practec's diagnostic procedures into Radwell's corporate ecosystem, ensuring critical intellectual property was preserved and standardized post-acquisition.

Technician / Senior Technician | Practec LLC | 2010 - 2019

- **Training Program Lead:** Designed and implemented the department's first formal **onboarding curriculum**. Transformed tribal knowledge into structured documentation, which enabled new hires to reach full productivity 50% faster.
- **Process Architecture (DevOps Mindset):** Engineered formal testing workflows that replaced ad-hoc troubleshooting, directly reducing diagnostic turnaround time by **75%**.
- **Customer Support & Diagnostics:** Served as the primary escalation point for multi-system support, using remote diagnostics to resolve critical client issues and maintain high uptime for customer operations.