

**David Soule**  
415-583-1554

**Technical Specialist**  
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- Customer relationship management
- Perl, Bash, and Javascript
- Python, Java, TS vibe coding
- MySQL
- Workflow automation
- Technical documentation
- Clear communication
- Teamwork and ownership
- User and access management
- Configuration management
- Business continuity planning

**QA Engineer at Google for Tata Consultancy Services 09/2020 - 03/2023**

Monitor and expedite builds, tests, and deployments of the Google Web Site. Production support. Bug triage and prioritization. Google Workspace automation. Wrote playbooks and built dashboards. Trained twenty new hires.

**QA Engineer at Google for Tata Consultancy Services 09/2019 - 12/2019**

Manual testing for Android Automotive. Java, Python, and Android debugging. Extensive remote collaboration.

**Developer Support Engineer at Google for Virtusa 10/2018 - 07/2019**

G Suite Add-on development and testing, add-on developer support for add-on migration to G Suite Marketplace. Bug reporting, development, and support for Google Cloud. Persuaded ~95% of users to migrate to the new site.

**Application Support Engineer at Google for Accenture 09/2016 - 07/2017**

HLS live streaming video support. Dynamic ad insertion, Google Analytics. Debug video stream and ad insertion issues with Charles Proxy. Test new releases of streaming apps. File bugs for live streaming events. Served CBS News, Fox, ESPN, and international feeds. Reported outcomes to C-suite clients.

**Senior Application Support Analyst - Wells Fargo Bank, 11/2003 - 07/2013**

Production support, application support, release management, system administration, and developer support. Maintained realtime log database and Perl scripts for reports on volume and performance. Enabled parallel development of multiple releases per year. Automated release notes for testers.

**UC Berkeley Extension, 1993-1996**

Introduction to Java Programming  
Windows MVC Development with Visual C++  
Computer Networks