GLENDON NGO

B.A.Sc. | Senior Software Engineer in Test | EIT

CONTACT

Toronto, ON, Canada

glendon.ngo@gmail.com
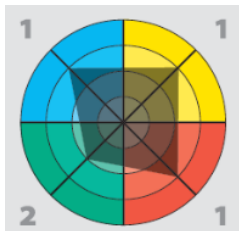**416-303-1306**
EIT: 100521141

ABOUT ME

Adaptable engineer with 8+ years of work experience. I have a passion for learning, collaboration and solving key business challenges.

I value an organization that wants to deliver high quality products with a customer-centric focus and looking for challenging opportunities to expand my skill set in Cloud, Development, Testing and Automation.

CHARACTER

HBDI - Yellow Brained (Experimental)

Triple Dominant – 1211

Creative
Intuitive
Collaborative
Big Picture Thinker
Team Player

HOBBIES

Basketball, Fitness, Gaming
Dystopian and Sci-Fi
Novels, Self-Help Books,
Traveling, Astronomy,
Music, Volunteering

SUMMARY

Coding Languages – Python, JavaScript, Bash, Java, C#, SQL
Quality & Test Tools- Selenium, Cypress, Playwright, Appium, Protractor, Gatling, JUnit, Jest
Infrastructure, CI/CD & Cloud - GCP, Kubernetes, Docker, Helm, ArgoCI, Semaphore

EDUCATION

University of Toronto (2019 - 2020) - **Certificate of Cloud Computing**

University of Waterloo (2012 – 2017)
Nanotechnology Engineering | Bachelor of Applied Science (B.A.Sc.)
- **Capstone Project** - **Non-invasive Blood Pressure Sensor**. Won 2nd place of 18 teams.

EXPERIENCE

Tigera Inc. (November 2021 – Present)
Senior Software Engineer in Test (Delivery Engineering)
(Kubernetes, Calico, Helm, GCP, AWS, Azure, Openshift, Bash, Python, Go, ArgoCI/CD, Semaphore)

Tigera provides an active security platform with full-stack observability for containers and Kubernetes, and is the creator and maintainer of Calico Open Source, the most widely used container networking and security solution.

- Maintained internal tools for cloud provisioning, install, and testing for all of Tigera's product offerings - Calico Open Source, Calico Enterprise, and Calico Cloud
- Led the test strategy for the Calico Cloud product offering leading to **high quality releases**
- Reduced release friction **by 50%** automating important build, test and deployment processes
- Integrated CI/CD pipelines with observability tooling for tracking flaky E2E tests and health
- Designed CI/CD automated testing infrastructure pipelines in ArgoCI and Semaphore
- Created test plans and performed exploratory tests on network, infrastructure & web
- Collaborated with 3-4 cross-functional teams daily to communicate risks to release health
- Provide on-going mentorship to junior and mid-level test engineers

Company Awards: 1x Quarterly Collaboration Award Winner, 2x Rockstar of the Week [1][2]

UKG (Formerly Ultimate Software) (June 2018 – October 2021)
Lead Software Quality Developer
(Angular 9, NgRx, Ionic, TeamCity, PCF, K8s, Spring, SQL, Mongo, Kibana, Grafana, Selenium, Saucelabs)

UKG is a prominent provider of human capital management (HCM) and workforce management solutions. I led, created and implemented test strategies, quality metrics, and automation processes to achieve strong quality of web and mobile projects in the **Workforce Management (WFM)**, **HR Service Delivery (HRSD)**, and the **Recruiting platform team**.

- Led and implemented strategies to improve software quality for projects of all levels including:
  - Unit, Integration, E2E, Contract, Performance, Accessibility, Exploratory Testing
- Enabled developers to write different levels of tests by doing presentations and demos
- Deployed services to dev and prod environments using public and private cloud infrastructure
- Created and designed complex build pipelines for automated testing and deployments
- Mentored and trained new hires & interns around technical and domain specific knowledge
- Delivered a Campaign Management Recruiting Application in **6 months**.
- Delivered WFM and HR mobile features from ideation to production in **5 months**.
- Reduced time to finish regression testing by **80%** by designing and optimizing a build process

Exact Imaging Inc. (July 2017 – June 2018)
Software Developer | R&D Team (C++, Python, AutoIT, Win32, MFC)
- Developed features for a high frequency ultrasonic medical device for cancer patients
- Implemented a test automation framework in Python that runs data-driven E2E tests

Intel Corporation (May 2016 – August 2016)
Software Tools Developer Intern | Core Tools Team (C#, JavaScript, Selenium, SQL)
- Developed a REST API capable of auto-provisioning and configuring of virtual machines utilizing VMware's Cloud automation and orchestration technology (vSphere, ESXi).
- Automated E2E coverage of internal release applications using Selenium WebDriver by **25%**.