

# Quaide Tranter

Software Engineer

Meticulous, junior developer with four plus years of remote experience and a degree in Software Engineering. Seeking full-stack and back-end opportunities to continue cultivating depth of knowledge, collaboration, and leadership. My experience as an Implementation Engineer has given me the ability to assess all phases of the development process, further allowing me to understand customer desires, tools needed for sales teams, and the ability to optimize development leading to business success and customer satisfaction.

(239) 220 9010 | [tranterq@gmail.com](mailto:tranterq@gmail.com) | <https://www.linkedin.com/in/quaide> | Florida, USA

## PROFESSIONAL EXPERIENCE

CallMiner

June 2021 - March 2023

**Implementation Engineer**

PowerShell, Command Shell, XML, RESTful API, Third Party APIs, MySQL, MongoDB, VS Code, Kanban, Project Management

- Performed as an **intermediary** between clientele and development team by integrating CallMiner products in hosted and premise environments
- Communicated directly with over **50 international clients** to optimize proprietary CallMiner conversation analytics solutions clients were seeking
- Implemented custom conversation analytics solutions via highly customizable XML configuration files, allowing for solutions tailored to each client's needs
- Configuration files required knowledge and consistent use of Windows Command Shell to alter tailored configurations, alter audio files, and organize customer data
- Collaborated closely with developers, sales teams, and clients to deliver complex integration requests, while enforcing standardization
- Consistently operated CallMiner's internal RESTful API, integrating conversations for analytics
- Continually took advantage of third party APIs to pull client conversations from external storage
- Advocated for clients by offering improvements to CallMiner solutions to development team, offering efficient and attainable goals
- Improved ease of **documentation standards** for Implementation Engineer team by creating weekly PowerShell scripts that automatically generated documentation explaining integrations
- Created and monitored production MySQL databases for companies with over **10,000 employees**
- Investigated internal proprietary C# code with VS Code to discover alternate implementation methods
- Led daily standups to assign tasks through Kanban to other Implementation Engineers and manageable projects to myself
- Apart of the **hiring team** in assessing potential Implementation Engineers and CallMiner employees

## ADDITIONAL EXPERIENCE

**PagerDuty Events Client**

[GitHub Repository](#)

Personal Java Project

Java, Maven, Gradle, Build Automation, Git, OOP, Project Management, Agile Development, IntelliJ

Open-source Java client that works with PagerDuty Events V2 API allowing users to trigger, acknowledge, and resolve incidents

- JUnit test framework taken advantage of for test-driven development, ensuring efficient and high quality code
- JaCoCo library to ensure 100 percent test coverage
- Mockito framework used to mock objects that cross network boundaries
- Gradle and Maven for dependency management and build automation with the goal of improving project quality

## Order A Car

[GitHub Repository](#)

Senior Java Project

Java, JavaFX, H2 database engine, Agile Development, IntelliJ

GUI rideshare application allowing users to create accounts, login, request and pickup rides, and view ride history

- Cooperated with a five person team, taking advantage of GitHub for version control
- Embedded an H2 database within the application to handle accounts, requests, and ride history
- Designed the 'Rider,' 'Driver,' and 'Ride' entities and relationships with MySQL
- Employed JavaFX in order to give the application a user interface
- Implemented agile methodology and consistent communication to maintain deadlines and agreement on the direction of the project

## JavaScript Blog App

[GitHub Repository](#)

Personal JavaScript Project

Node.js, Express, MongoDB, EJS, HTML, CSS

Node.js web application that involves the management of both users and the blogs those users want to create

- The web application is coded in Node.js, making use of JavaScript's global object, file system management, and database interaction
- Express library taken integrated within this project to handle routing, requests, and responses
- EJS templating language incorporated for the use of dynamic HTML pages
- In order to handle the user and blog entities that were apart of the web application, MongoDB was integrated within the project

## EDUCATION

---

### B.S. Software Engineering

Florida Gulf Coast University

Cum Laude

#### [Relevant Coursework:](#)

- Software Architecture and Design
- Senior Software Engineering Project I
- Senior Software Engineering Project II
- Software Testing
- Computer Security
- Introduction to Data Engineering
- Software Testing
- Requirements Engineering and Analysis
- Operating Systems
- Data Structures and Algorithms