

Wade Penner, P. Eng.



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Education

Faculty of Engineering, University of Alberta
BSc. Computer Engineering (Co-operative Program) Edmonton, AB
Graduation May 2005

- specialized degree in Electrical Engineering and Computing Science
- technical electives focused on Networking and Telecommunications
- other electives focused on Business and Management

Continuing Education, Mount Royal College
Extension Certificate - Project Management Calgary, AB
Graduation Summer 2007

- eligible towards Project Management Professional (PMP) certification

Continuing Education, McGill University
Certificate of Proficiency - French for Professional Communication

Montreal, QC
May 2009 - Present

- learning French part-time, 10 course credit program.

Professional Memberships & Certifications

- Association of Professional Engineers, Geologists, and Geophysicists of Alberta (APEGGA)
 - Professional Engineer - P. Eng. (2009 - present)
- American Society for Quality, Senior Member (2006 - present)
 - Certified Quality Auditor - CQA (2009 - present)
- Institute of Electrical and Electronics Engineers, Member (2005 - present)

Professional Work Experience

Nortel Networks
Quality Auditor, Enterprise St-Laurent, QC
July 2009 - Present

- maintaining the quality management system for the supply chain operations organization
- performing internal audits and participating in external ISO 9001 audits
- continuing role as product field performance database prime, and product traceability expert

Nortel Networks
Product Field Performance Analyst, CDMA Calgary, AB / St-Laurent, QC
April 2006 - June 2009

- migrated product field performance data from legacy system to new system under development
- set user requirements and proposed architectural design changes for new system
- managed overseas support team, prioritizing support requests, and assisting in investigations
- monitored data integrity, performed root cause analysis on defects discovered
- negotiated with internal/external suppliers for the exchange of quality data
- developed data analysis tools and task automation tools with SQL, Perl, and VBA scripts
- monitored performance and drove improvements to company's product tracking processes
- managed product quality relations with TELUS Mobility; regularly presented performance overviews to TELUS Senior Management

Nortel Networks
Quality Engineer, Enterprise Calgary, AB
May 2005 - March 2006

- worldwide manager of quality for Nortel's full portfolio of wireless, digital, and VoIP telephones
- worked with design, manufacturing, support, and product management for resolution of quality issues
- managed root cause analysis investigations; driving corrective action, and writing customer reports
- interfaced with company representatives worldwide for customer investigations and satisfaction issues
- analyzed return, repair, and manufacturing data to identify potential product quality issues
- developed quality plans with new product introduction teams to ensure products were developed with suggested design practices and high quality standards

Computing Experience

Operating Systems:

- DOS, Windows (3.x/9x/NT/XP), Macintosh (OS X), and Linux/Unix (Ubuntu, Solaris, Debian, OpenBSD)

Software:

- Microsoft Office, Adobe Creative Suite, Visual Basic, Altera MaxPlus II, Matlab, and NI LabVIEW

Programming/Markup/Description Languages:

- C/C++, Java, Visual Basic, SQL, ASP, HTML, XML, Perl, PHP, VHDL, and M68K Assembler

Co-op / Internship Work Experience

Nortel Networks

Calgary, AB

CDMA Test Engineering Co-op Student

May 2003 - December 2003

- designed test set verification fixture to reduce troubleshooting time for test equipment failures and bugs
- interfaced with a variety of test equipment such as signal generators and visual signal analyzers
- developed applications with NI LabVIEW using GPIB for the test set verification fixture
- troubleshot various test set problems for test engineering, design, and production
- spearheaded new processes to reduce deployment time in new test sets
- provided extensive documentation for all hardware and processes developed

ATCO Pipelines

Edmonton, AB

Process Control Engineering Co-op Student

January 2002 - September 2002

- designed electronic flow control and measurement systems for natural gas facilities across Alberta
- managed projects in all stages including design, budgeting, drafting, purchasing, and construction
- collaborated with construction and maintenance personnel for optimal designs
- assisted onsite during construction of projects designed, in both technical and support roles
- programmed flow computers to send real-time measurement data to SCADA and billing systems
- utilized transmitters, flow computers, MODBUS radios, H₂S analyzers, thermoelectric generators, control valves, turbine meters, and designed complete power distribution systems for projects

Other Work Experience

University of Alberta Students' Union (Powerplant, RATT)

Edmonton, AB

Door Leader

September 2004 - April 2005

- managed up to eight doormen; maintained security for a campus bar with a capacity of 400 people

Town of Picture Butte

Picture Butte, AB

Parks Foreman

May 2001 - September 2001

- managed several workers; was responsible for the hiring, including advertising and interviewing

WP Consulting Networks

Lethbridge, AB

Independent Entrepreneur

October 1996 - January 2002

- designed web pages and provided computer support for a variety of businesses and individuals

Volunteer Experience

- Judge, Calgary Youth Science Fair (2007)
- Team Leader, Calgary International Film Festival (2005, 2006, 2007, 2008)
- President, U of A Engineering Students' Society (2004 - 2005)
- Student Representative, U of A General Faculties Council (2004-2005)
- Vice President Student Services, U of A Engineering Students' Society (2003-2004)
- Events Coordinator, U of A Engineering Students' Society (2002-2003)

References Available Upon Request