

Juyoung Moon

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Leipziger Str 43, Berlin, Germany (10117)

PROFESSIONAL SUMMARY

Results-driven manager with over 17 years of experience in IT and electronics, specializing in Cloud Computing, SSD, manufacturing, and APAC supplier management. Adept in QA, software development, data analysis, and test/tool automation. Proven track record in system analysis, design, development, and testing across diverse applications. Skilled in optimizing team efficiency and delivering superior products. Demonstrated success in leading and managing teams, driving innovation, and aligning with company objectives.

SKILLS

Leadership & Basic Skills

Trust-based kind leadership
Decision-making , Fast-paced Delivery
Analytical Thinking, Team Growth and Development
Happiness and Productivity, Continuous Improvement
Cross-functional Collaboration, Cultural Awareness
Data Analysis and Metrics Reporting

Tech Skills

System & Application Design
Cloud Service(IaaS, PaaS, SaaS)
Programming languages
- C, C#, WPF, Python, javascript, jQuery, R, etc
Root Cause Analysis
Compliance and Regulatory Standards
E2E/Regression/Stress/Performance/API Testing and Optimization
Storage Systems, NAND, FPGA, Controller,

Process and Project Management

Continuous Integration and Continuous Deployment (CI/CD)
Change / Release / Incident Management
Process Improvement
Risk Assessment and Management
Agile, Scrum, Waterfall, Kanban
Documentation and Reporting

Etc

Tools & Framework
- Jira, Confluence, Gitlab, Github, Miro, grafana, prometheus, Jenkins, prometheus, Ellure, Django etc
Quality Assurance Tools
- PyTest, Selenium, TestCafe, jMeter, Cucumber, etc

Experiences

Head of Quality Assurance Cloud, IONOS SE

2022 Jun — Present, Berlin, Germany

- Lead and oversee a global QA team responsible for ensuring the exceptional quality of all software products and services delivered by the company, including IaaS, PaaS, and SaaS offerings.
- Spearheaded the development and implementation of QANG, a Python-based test framework, to streamline testing processes, increase efficiency, and enhance the overall quality of all products and services.
- Collaborate closely with development teams to identify and prioritize testing needs, ensuring that software is built to the highest quality standards and meets customer expectations.
- Drive the establishment and maintenance of robust quality standards, processes, and procedures across the organization, ensuring adherence to industry best practices and regulatory requirements.

- Partner with the Agile delivery organization to champion agile practices, promote transparency, and provide visibility into areas of concern, fostering a culture of continuous improvement.
- Promote the adoption of agile development and release processes, integrating QA considerations seamlessly into the new workflows to enhance overall efficiency and quality.
- Coach and mentor QA team members(including the QA engineer in the Develop team), cultivating a culture of continuous learning, professional growth, and innovation within the team.
- Successfully implemented capacity management and governance rules for staging environments, ensuring optimal resource allocation and efficient testing procedures.
- Take charge of establishing key performance indicators (KPIs) and monitoring their progress, driving process improvement initiatives, and providing coaching and guidance to the internal transparency team.
- Has responsibility for the hiring process and technical task create and code review for candidates. Quarterly team member performance evaluation.

QA Engineer, IONOS SE (formerly Profitbricks)

2018.Aug —2022 May, *Berlin, Germany*

- Led testing efforts for a range of cloud computing products, including VM, Nic, Lan, S3, Flowlog, Gateway, Load Balancer, K8s, and DB, utilizing automated test cases and various types of automated testing (Smoke, Introggression, Regression, Performance, and Load testing) to ensure product approval.
- Built and maintained test plans, test cases, and an automated test framework using Python, pytest, jMeter, Jenkins, K8s, PostgreSQL, TestCafe, Cucumber, REST/SOAP API, Postman, Jenkins, and Git.
- Managed test environments, analyzed and reported on bugs, and ensured thorough testing.
- Mentored team members on test case development, Linux, and code review through daily training sessions.
- Managed the staging environment, including hardware management, as needed.
- Leading QA Team and acted as the substitute QA team’s manager.

[Noted] The promotion process was halted 3 years due to company mergers and acquisitions and the absence of managers(including CTO). The actual work was done at Lead level + manager.

Customer Quality Engineer, Intel Corporation

May 2017 - May 2018, *Seoul, South Korea*

- Manage entire teams under APAC
- Provided first-level technical support to customers in APAC, managing requests and handling follow-up issues during product/mass production.
- Managed relationships with vendors such as Samsung and LG.
- Maintained the schedule of new project intake and ensured requests were analyzed and tracked.
- Analyzed and followed up on technical issues, providing relevant information and knowledge transfer, and handling the refund process when necessary.
- Developed programs using C#, Python, JavaScript, CSS, and Django to address customer issues related to WLAN and CPU products, including Sky Lake, Coffee Lake, and Cannon Lake.

Senior Software Engineer, Sandisk Corporation

Aug 2015 - Sep 2016, *Seoul, South Korea*

As a host layer team lead, developed firmware for client SSDs, architecture / design / implementation features based on supplier requirements, and basic firmware features.

- Focused on developing a data transmission layer between the Host and FTL layers in the ThreadX (RTOS).
- Analyzed and fixed issues to improve performance.
- Conducted various testing, including unit, scenario, integration, and acceptance testing, using tools such as Python and Jenkins.

Software Engineer, Samsung Electronics

Jan 2010 - Jul 2015, *Hwaseong, South Korea*

Team leader - Test Framework Development (Jan 2013 - Jan 2015)

- Led and managed a team of 15 people as the test framework team leader, providing training and guidance to juniors.
- Designed and implemented a comprehensive test framework.

Team leader - 3D NAND Verification with Automation Test (Jan 2015 - Aug 2015)

- Planned and implemented various scenario tests for 3D NAND.
- Developed firmware that could be tested on the Chamber and Embedded Board for measuring retention, reliability, and performance (using C and ARM).
- Created programs to analyze and visualize large-sized log results (using C, R, and Python).

Team leader - Test Automation System Development (Jan 2013 - Jan 2015)

- Built a test automation system for SSD, UFS, and eMMC, initially applying it to client SSDs and later expanding it across the entire product line.
- Developed a system that automated the installation and running of various operating systems for testing client SSDs, including monitoring systems and log analyzers.
- Created a program that automatically checked the latest BIOS and driver versions for PCs, installed them on target PCs, and exported the results (using Python, Django, JavaScript, jQuery, C#, WPF, AutoIt, etc.).
- Developed various programs as needed within the QA team.

SQA for Client SSD's Controller in Developer Team (Jan 2010 - Dec 2012)

- Verified the basic functionality of the controller on SATA-based client SSDs.
- Developed a test framework for hardware unit tests in the FPGA environment (using C, oscilloscope, logic analyzer).
- Created numerous test cases based on SSD specifications to improve firmware quality (using C, UART, I2C, DRAM, ARM, etc.).

Software Engineer, Samsung Software Membership

Jul 2007 - Dec 2009, *Busan, South Korea*

Image Search and Movie Collection Editing Management Program (C#, WPF)

- Developed an application program that enables image search and movie collection editing and management.
- Utilized local and web search functionalities to enhance the user experience.

3D Desktop Support Application for Linux Environment (C, C++, Qt)

- Developed an application program that provides support for the Linux environment, including a 3D desktop.
- Implemented features and functionalities to enhance the desktop experience in a 3D environment.

USB Development Emulator (USB Virtual Driver) for Windows (C#, C)

- Developed a USB development emulator, also known as a USB virtual driver, to assist developers in USB device development without the need for hardware.
- Created a software solution that emulates USB devices, allowing developers to test and develop their USB applications in a Windows environment.

Video Management and Playback Website, Web-based Video Editing Program (Adobe Flex, Adobe Air)

- Developed a website for video management and playback, providing users with a platform to manage and play their video content.
- Created a web-based video editing program that allows users to edit videos without the need for encoding.
- Utilized Adobe Flex and Adobe Air technologies to build a rich and interactive user interface for video editing tasks.

Intern, Best Chemical & Plastics Inc

Jul 2009 - Oct 2009, *Carmona City, Cavite, Philippines*

Developed the company's website using APS.NET and managed the workers in the Philippines

Education

Computer Engineering, Tongmyong University

Busan, South Korea, (Mar 2005 - Feb 2010)

- Majored in Computer Engineering. GPA 3.89/4.5 (93.9/100)
- During my university years, I consistently ranked first in my class on four occasions, earning me a prestigious scholarship that fully covered my tuition expenses.

Software Engineering, Busan Computer Science High School

Busan, South Korea, (Mar 2002 - Feb 2005)

- Studied data structure, Algorithm, programming, application development, database etc.

Contribute to society

Woman in tech , Girls in tech, Forming an in-house female developer organization

Attendance and forum organization, volunteers.

Meetup for Korean professionals 2018.Mar - Now

creating/managing a community for Korean professionals living in Berlin

Make-A-Wish, General volunteers 2010 - 2014

Activity to find hope for young children patients with cancer.

Samsung Electronics, Leader of volunteer 2010 - 2012

Outreach and participation plan as volunteering leader of the companion.

Visiting nursing homes and orphanages to outreach periodically, teaching violin to children, Drawing on sneakers for Africa's children, painting murals, etc.

Computer teacher 2007 - 2009

Conducted computer language classes as a volunteer for orphaned children at a childcare center.

I've opened seminars for developers until quite recently, and have helped my university juniors to understand C Language, Data structures, etc.

The seminars consisted of the following subjects: Proxy Server, Security Server, and Regular Expressions.