

# James Benitez

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## SUMMARY

Junior QA Automation Engineer with five years of experience building dependable scripting, testing, deployment, **software packaging**, **reporting automation**, and **endpoint remote management** solutions. U.S. citizen eligible to obtain a **security clearance**, supported by a 3.6 GPA Bachelor of Science in Computer Science and practical work with PowerShell, Python, C#, object-oriented programming, CLI administration, and Windows environments. Builds internal modules, validates releases in controlled environments, and troubleshoots remote endpoint issues with clear technical records. Partners with infrastructure, service desk, security, and application teams to turn operational needs into maintainable automation. Careful testing, thoughtful deployment, and direct communication help protect service reliability in fast-paced settings. Ready to contribute dependable automation and quality assurance work supporting mission-focused technical operations.

## EXPERIENCE

### Automation Engineer

September 2024 - Present

Redstone Mission Systems

Huntsville, AL

Owns PowerShell automation, **software packaging**, reporting workflows, **internal modules**, endpoint support, and staged deployments across a large Windows environment. Partners with infrastructure and security stakeholders to improve service reliability, reduce manual work, and document safe operational changes.

- Built **PowerShell** packaging and reporting scripts for 1,200 Windows endpoints, reducing recurring service effort.
- Created reusable modules with validation, logging, and error handling for consistent internal automation workflows.
- Established virtual-machine test plans that exposed packaging and dependency defects before production **deployment**.
- Coordinated staged releases with prerequisites, rollback steps, and validation checks for infrastructure stakeholders.
- Resolved remote endpoint failures through **PowerShell remoting**, **CLI** utilities, and event-log analysis with auditable notes.
- Scheduled structured reports that clarified patching, software distribution, and endpoint compliance status for managers.

### QA Automation Analyst

September 2022 - August 2024

Blue Ridge Digital Services

Birmingham, AL

Supported **quality assurance** automation for internal services, desktop software distribution, **endpoint remote management**, and release validation. Worked across application, infrastructure, and service desk teams to replace manual procedures with tested scripts, documented controls, and predictable deployment paths.

- Created PowerShell and **Python** test utilities for functional checks and negative-path validation of service workflows.
- Packaged desktop applications with silent-install parameters, prerequisites, version detection, and uninstall checks before approval.
- Diagnosed endpoint issues through CLI tools and remote sessions, isolating permissions, connectivity, and service states.
- Introduced peer review covering readability, logging, test evidence, security considerations, and rollback readiness for releases.
- Converted manual procedures into documented scripts after clarifying requirements with application and infrastructure teams.
- Investigated failed jobs through logs and environment comparisons, then updated modules and test cases.

### Systems Support Engineer

September 2021 - August 2022

Cumberland Technology Partners

Nashville, TN

Supported Windows endpoints and internal services through ticket analysis, CLI diagnostics, PowerShell scripting, package testing, and remote-management troubleshooting. Produced runbooks, escalation records, and operational reports that helped senior engineers resolve issues consistently within change-control expectations.

- Supported Windows endpoints through CLI diagnostics, PowerShell **scripting**, and documented escalation procedures during high-volume operations.
- Automated account, device, and software checks, giving senior engineers consistent data for daily issue triage.
- Wrote foundational PowerShell functions with objects, input validation, and structured error handling for support workflows.
- Tested software packages and configuration changes in lab environments before scheduled deployment review.
- Diagnosed **WinRM**, service-state, network-reachability, and permission failures with complete technical escalation notes.
- Produced runbooks that guided service desk analysts through approved **troubleshooting** and change-control paths.

## PROJECTS

### Endpoint Automation Validation Lab 📅 2024

Created a controlled Windows lab for testing PowerShell modules, software packages, remote sessions, logging, rollback steps, and deployment readiness before operational release.

### Service Reporting Automation Suite 📅 2023

Built scheduled PowerShell and Python reporting workflows that organized endpoint status, software distribution results, failed jobs, and validation evidence for technical reviewers.

LEADERSHIP & AWARDS

- Received a 2024 team recognition award for dependable endpoint troubleshooting and clear release documentation.
- Earned peer recognition for building reusable PowerShell modules that simplified service automation and review.
- Led practical knowledge-sharing sessions on test evidence, rollback readiness, and remote-management diagnostics.

EDUCATION

Bachelor's Degree in Computer Science2021

University of Alabama in Huntsville GPA: 3.6Huntsville, AL

*Coursework: Object-Oriented Programming, Software Testing, Windows Administration, Systems Analysis*

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900) 📅 2023
- Microsoft Learn: PowerShell Scripting and Automation 📅 2022
- CompTIA Security+ 📅 2024

TECHNICAL SKILLS

- **Scripting Languages:** PowerShell, Python, C#
- **Object-Oriented Programming:** Classes, Objects, Inheritance
- **Windows Administration:** Windows Server, Windows 10, Windows 11
- **Endpoint Management:** PowerShell Remoting, WinRM, Remote Sessions
- **Command-Line Tools:** Windows CLI, Event Viewer, Service Control
- **Software Packaging:** Silent Installers, Version Detection, Uninstall Validation
- **QA Testing:** Functional Testing, Negative-Path Testing, Regression Testing
- **Deployment Practices:** Staged Rollouts, Rollback Plans, Release Validation
- **Automation Modules:** Reusable Modules, Parameter Validation, Error Handling
- **Reporting Automation:** Scheduled Scripts, Structured Outputs, Status Reports
- **Test Environments:** Virtual Machines, Isolated Labs, Endpoint Configurations
- **Development Tools:** Git, Jira, Code Review
- **Logging and Diagnostics:** Execution Logs, Event Logs, Environment Comparisons

SKILLS

- PowerShell
  - Python
  - C#
  - OOP Concepts
- CLI Administration
  - Endpoint Management
  - Software Packaging
  - Reporting Automation
- QA Testing
  - Test Planning
  - Deployment Tools
  - Release Validation
- Internal Modules
  - Troubleshooting
  - Technical Communication

PROFESSIONAL AFFILIATIONS

- Member, Association for Computing Machinery, with focus on software engineering and quality practices.
- Member, Information Systems Security Association, supporting continued security and clearance readiness.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST