

Marshall Hoepfner

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SUMMARY

An experienced QA and support engineer, with a broad-based background in software quality assurance, technical documentation, and customer support within the scientific mapping and seismic processing industry. Demonstrates strong critical thinking and problem-solving skills, adept at troubleshooting complex issues with minimal information and proficient in developing and implementing testing frameworks for regression, performance, and stress analysis. Skilled in mentoring team members, facilitating Agile processes, and communicating technical information clearly to diverse audiences. Possesses a proven ability to advocate for user needs and collaborate effectively with cross-functional teams to deliver high-quality software solutions.

**Strategic Planning and Execution | Process Improvement | Project Management | Site Configuration | Training and Mentorship
Advanced User Support | Quality Assurance Test Plans | Technical Writing | Service Delivery | Infrastructure Design and
Deployment Network Architecture | Systems Administration | Cloud Services | Information Security | Ticketing Systems**

TECHNICAL SKILLS

- **Software:** Adobe CS, Ansible, Appium, AWS, Azure DevOps, Confluence, Cypress, Docker, Intel MPI, Git, Grafana, Jenkins, Jira, JMeter, Job Scheduler, Kubernetes, Playwright, PostgreSQL, Postman, Salesforce Lightning, Swagger, Terraform, TestRail
- **QA Testing:** Test Automation, Root-Cause Analysis (RCA), Front End / UI, Regression Testing, Exploratory Testing, Functional / Non-Functional Testing, Manual Testing, Performance and Stress Testing
- **Operating Systems:** Linux, Windows
- **Coding:** Bash, Markup, Python, SQL, Typescript, XML

EXPERIENCE

ASPENTECH

Houston, Texas

Principal QA / Support Engineer

2012-2025

- Provided manual and automated quality assurance within development branches throughout all stages of the SDLC for major annual releases and test software compatibility with commonly used industry tools and newer technologies and standards.
- Performed advanced user support for seismic processing software, consisting of 275 modules and 18 separate applications used by dozens of global companies.
- Implemented new tools, methods, and scripts for regression, performance, and stress tests, expanding the scope of test practices across the organization.
- Served as biweekly Agile Scrum Master for teams of up to ten cross-functional staff to prioritize bug fixes, implement UI and parameter functionalities, and optimize the user experience across all features.
- Replicated reported bugs, based on descriptions, logs, and images, and constructed alternative solutions for over 5,000 customer Jira tickets.
- Oversaw all stages of major release and patch creation, drafting formal request write-ups, tabulating file lists, creating testing plans, constructing release notes, and leading cross-functional release meetings.
- Compiled and updated 508 compliant documentation and videos, based on new feature changes and user requests, and observed traffic within customer tickets to establish knowledge base entries for general support channel usage.
- Assisted Customer Support personnel, as well as current and prospective users, with software utilization and in-depth troubleshooting to increase efficiency and productivity and enhance module functionalities.
- Provided hands-on support and data processing recommendations to enable users and IT personnel to optimize on-site computer resources for load-balancing large-scale production flows.
- Proactively monitored and analyzed support ticket metrics for trends and areas of concern.
- Mentored new QA and support team members, ensuring they were well-versed in testing frameworks and methodologies.
- Developed comprehensive training courses that supported rollout of new features and provided valuable insights for users.
- Refreshed and expanded training course materials and documentation in collaboration with the Training Department, providing knowledge-transfer presentations for global teams.

- Communicated with global development teams to promote knowledge-sharing and ensure consistent quality for cross-product integration.

PETROLEUM GEO-SERVICES
Data-Processing Geophysicist

Houston, Texas
2010-2012

- Performed processing of 2D / 3D seismic data through stages of pre-stack time migration, including data editing, de-noising, and signal enhancement.
- Analyzed and presented key data to customers and business units for client updates, servicing partners across North, Central, and South America.
- Provided custom deliverables while remaining compliant with industry standards and operating regulations.

ADDITIONAL EXPERIENCE

PETROLEUM GEO-SERVICES, Houston, Texas, **Off-Shore Data-Processing Geophysicist**, 2007-2010. Aided in acquisition and preliminary processing of seismic data aboard surveying vessels.

EDUCATION

TEXAS A&M UNIVERSITY, College Station, Texas
Bachelor of Science, Geophysics

CERTIFICATIONS

CompTIA Security+
Ansible for DevOps