

NAME

Address

Phone

Email

SUPPORT ENGINEERING: Information Technology

Highly effective information technology support engineer with career history of providing superior levels of product improvement, defect enhancement, customer service, and related high technology services. Communication expert who bridges between end user, developer and management needs, yielding major improvements in product and process. Astute learner who quickly grasps highly technical material, ramps up to tasks rapidly and delivers service with complete professionalism. Support expert who builds customer satisfaction and product excellence, increasing company respectability and revenue.

IT Support Engineering • Quality Assurance • Testing • Enterprise Software • Networking Tools
Communication Excellence • Information Facilitator
Documentation • Installation Guidance • Requirements • Test Cases • Clarity of Presentation
Subject Matter Expertise • Broad Industry Knowledge

PROFESSIONAL EXPERIENCE

COMPANY, Location • 2002 - 2008

Leading global provider of IT management software, handling enterprise systems, security, networks, storage, applications, databases and more. Over 15,000 employees worldwide.

QA Engineer:

Delivered complete range of IT quality assurance for Quality Center software solution. Devised and implemented tools to provide automation for web-based help desk project. Created scripting for help desk mailing functionality. Provided full range of test plans. Enabled smooth installation of product and related 3rd-party software on all UNIX, Linux and Windows environments. Assured installation, functionality, user understanding and complete automation, facilitating optimal product integration into user environment.

- Generated automation and tools utilized by entire QA group.
- Provided highly successful deliverables for product lacking any previous support.
- Assured full product functionality and prompt awareness and repair of any defect via comprehensive design and implementation of test procedures.
- Rapidly studied, learned and utilized wide array of related computer languages.
- Ramped up to tasks with extreme speed subsequent to continually keeping abreast of industry technology and advancements during previous several years of rearing and raising child.
- Created test set driver enabling management selection of test cases and status / failure reporting.
- Delivered comprehensive documentation review & updates, furthering product understanding and ease of use.
- Fluently utilized numerous technologies including SOAP, XML, HTML, STAF and SQL.

COMPANY, Location • 2001 - 2002

Large scale provider of IT related consulting services serving the US and Canada.

Technical Writer:

Delivered clear, concise and user-friendly documentation for highly technical installation and configuration scenarios. Consulted with subject matter experts, gleaning essential information while prioritizing and ordering needed user actions. Met with project managers and programmers, assuring both accuracy and timeliness of material.

COMPANY, Continued

- Served as essential information liaison between development, management and end user communities.
- Met all deliverables in timely fashion, facilitating and surpassing project progress needs.
- Delivered structured, effective installation guides for new mainframe application software.
- Designed and delivered graphic network configuration model.

COMPANY, Location • 1995- 2001

Leading provider of IT management software and services. Global presence with over 10,000 employees internationally.

Technical Support/Programmer:

Provided full assortment of support and programming services, enabling usage and extension of company graphics programs. Assured user ability to utilize program routines to draw business and scientific graphs in their own languages including Fortran, C, Cobol and PL/1. Directly assisted customers in resolving installation and usage problems. Updated world boundaries in graphic mapping utilities. Delivered code and documentation updates and related product maintenance.

- Handled product support across every available platform, including UNIX, Windows, IBM MVS, IBM VM and VAX/VMS.
- Delivered excellence in customer service, remaining a key contributor to assigned product throughout its lifecycle.
- Earned Performance Winner Award, achieving top 3rd level of all programming staff.

EDUCATION AND TRAINING

Bachelor of Science in Computer Science/Mathematics

Name of University

TECHNOLOGY SUMMARY

Languages

C • FORTRAN • COBOL • VBSCRIPT • PERL • JAVASCRIPT • JAVA

Operating Systems

UNIX (HP, SUN, IBM/AIX) • Linux • Windows (all versions) • IBM Mainframe (mvs, vm) • Vax/Vms

Software

Oracle • MS SQL • Ingres • Word • Excel • VISIO • Quality Center • CA Service Desk

Service Desk Technologies

XML • HTML • STAF/STAX • Soap • Web Services • JCL • POP3 • SMTP • SQL