Robert Brian Redd
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Professional Summary

Brian is a Web Designer/Developer and Implementation/Support Engineer with 18 years of industry experience. He is currently employed by Olive Software and performing in a multi-faceted role including Web and graphic design, Web development, software implementation engineering and coordination, technical support, and client/user training. Brian resides in Denver, CO and is available with a 2-week notice.

Technical Experience

Software
- Olive Software product suite
- Adobe Acrobat Professional Microsoft Office Suite
- Adobe Photoshop
- Visio
- Macromedia Dreamweaver
- Visual Studio
- Salesforce
- WebEx
- Akamai caching services
- Google Analytics

Languages
- HTML (4 & 5)
- JavaScript
- jQuery
- CSS (2 & 3)
- XML/XSL
- ASP/ASPX
- JSON
- AJAX
- Windows Scripting
- SQL

OS / Networking
- Windows 10, 8, 7, Vista, 2000, XP, NT, 98, 95
- Windows Server 2012, 2008, 2003, 2000, NT
- IIS 5,6,7,8,8.5
- TCP/IP
- Ethernet LAN
- eReaders, iPad, and mobile devices
- CCNA, CCDA

Profession Experience
Olive Software, Inc., Denver, CO Jan. 2002 to Present
Senior Implementation and Support Engineer, Web Developer

Responsibilities:
- Building, modifying and troubleshooting Olive application skins using XML, ASP, ASPX, HTML, CSS, and JavaScript
- Building websites and web applications utilizing current technologies (including HTML4/5, CCS2/3, JavaScript, jQuery, AJAX, JSON) while ensuring cross browser/platform compatibility, functionality, and responsive design
- Graphic Design for websites and application skins
- Employing Olive Software's PDF to XML conversion software, on-line replica edition web-sites, and content management applications
- Facilitating, managing and driving implementation for customers from contract sign-off through go-live as well as through updates and product additions
- Working with customers to integrate their existing e-commerce systems to function with Olive's hash and cookie based authentication method
- Tier 2 and 3 B2B and end-user Technical Support, including on-call support rotation
- Managing, maintaining and editing the Olive Software website
- Providing on-site as well as on-line training for customers
- Participating in and leading weekly conference calls for department
- Technical Assistance for Sales, Pre-Sales, and other Olive internal departments

- Assisting in management of off-site data center
- Trained and facilitated bringing over-seas contract production facility on-line
- Writing, editing, and management of department and product technical documentation for internal and customer use
- Software support for eReaders, iPad and other mobile devices
- Management and maintenance of support files, ticketing system, email, and customer contacts

Oxford Lane, Denver, CO June 2000 to Oct. 2001
Technical Training Manager

Responsibilities:
- Managed staff of 10-15 Cisco and Microsoft trainers
- Responsible for scheduling of Cisco, Microsoft, and other technical training courses offered by Oxford Lane
- Taught seven-week Cisco Certified Network Associate (CCNA) certification courses in a class-room setting
- Taught two-week Cisco Certified Design Associate (CCDA) certification courses in a class-room setting.
- Designed, implemented and maintained office internal and external web sites

IP Services, Lakewood, CO Aug. 1998 to Dec. 2000
(Formerly Mountain Solutions, LTD)
Technical Support / Customer Service

Responsibilities:
- Provided in-house technical support of workstations and LAN
- Building and setting up workstations and installing / initializing software and network settings
- Maintained office internal and external web sites
- Answering customer sales and service inquiries, utilizing dedicated FoxPro / Oracle based billing software
- Reporting, analyzing, and problem solving customer issues with IP Services' voice over internet protocol / packet voice (VoIP / PV) phone network and ISP server

Keane, Incorporated, Lakewood, CO April 1997 to Sept. 1997
Technical Support Contractor

Responsibilities:
- Technical support for CD ROM development project (CD Showcase) at IBM facility, Boulder, Colorado
- Controlled and processed requests for Feature Codes from a dedicated database
- Importing and processing files for installation onto CD ROM packages
- Writing and testing HTML pages
- General quality assurance on CD ROM packages
- Processed approximately 250 electronic documents daily, determining and logging originators and recipients of documents
- Supported Project Managers with a variety of other tasks, as assigned

Education & Certifications

University of Colorado, Boulder, CO
Bachelor of Arts Degree in Religious Studies, 1993

Certifications:
- Certified Cisco Network Associate (CCNA)
- Certified Cisco Design Associate (CCDA)

References Available Upon Request