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| **WORK EXPERIENCE** |

**Arkema Inc.,** King of Prussia, PA ***SAP QM Support, Application Developer*** Aug. 2011 – Present

* Maintain SAP QM Data vital to shipping of product and maintenance for Arkema’s NA plants.
* Perform second-level SAP, Oracle DB, and SampleManager support.
* Work with other Business Groups to customize software packages for deployment.
* Document support proccesses and train end-users on common issues to lower call-volume for the Help Desk.
* Manage North Americas LIMS2004R2 to SampleManager10.1 deployment.
* Loaded Data and created SampleManager Limit/Phrase alignment for Arkema ACCP acquisition.
* Development and maintenance of Structure code in SampleManager.

**Arkema Inc.,** Philadelphia, PA ***Technical Support Analyst*** Dec. 2009 – Aug. 2011

* Receive phone calls and e-mails requesting end-user support.
* Provide first-level support for approximately 2,500 users.
* Escalate tickets to the appropriate parties as needed.
* Track and manage all open cases in the SMART Ticketing System.
* Perform basic software testing for compatibility.
* Handle roll-out of new platforms and systems to recently acquired companies.
* Maintain and develop Sharepoint teamsite with documentation of any issues encountered.
* Took a lead role in training new Service Desk Employees.
* Developed a standard training platform for on-boarding.

***Windows 7 Compatibility Tester***

* Install and test various pieces of software on specially configured Windows 7 Virtual Machines.
* Contact secondary testers for more direct testing.
* Coordinate with team members to update testing Sharepoint site.
* Documented all interaction with users, including installation and removal instructions.

**Razorfish,** Philadelphia, PA ***Systems Administrator*** March 2009 – Sept. 2009

* Responsible for all repairs and upgrades on employee machines.
* Maintained Active Directory infrastructure.
* Repaired, upgraded, and replaced office hardware.
* Used Footprints Ticketing System to track repairs and requests from end-users.
* Performed as the main contact point for most warranty services from HP, Dell, Apple, and other providers.
* Provided superior desk-side and remote support for employees.
* Documented systems for deployment and accepted Q&A from all employees.

**Gramercy Capital,** Jenkintown, PA ***Technical Support Staff*** July 2008 – Sept. 2008

* Answered phones and email for the local office.
* Replaced malfunctioning hardware and reinstalled corrupted software.
* Assisted in Active Directory and Group Policy Management.
* Other requests ranging from Printers to Video Conference equipment.
* Used ticket based management system to ensure all requests were filled in a timely manner.
* Worked on a Cisco Phone System.
* Documented all issues for sharing with teammates.

**LaSalle College High School,** Wyndmoor, PA ***Network Administrator*** Aug. 2005 – June 2007

* Responsible for the upkeep of an 18-server network.
* Documented any maintenance or upgrades performed for teaching other team members.
* Created and deployed Active Directory objects and Group Policy.
* Provided software, hardware and firmware upgrades to all servers and end-user machines.
* Responsible for maintenance and backup on servers.
* Provided in-person support for personal computers of other employees.
* Attended to requests from students and faculty for classroom technical issues.

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| **SKILL SET** |

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| GigaSpaces | Nagios | Ganglia | FPGA Card Operations | Systems Engineering |
| PowerShell | Enterprise Monitoring | Grafana | InfluxDB | MongoDB |
| C# .NET | Java | Python | Bash | HTML, CSS, JS |
| Desktop Support | Citrix XenApp | Active Directory | SAP QM | VMWave |
| LIMS Sample Manager | RSA ACE Console | Toad Client | MS Office Suite | Chef |
| Jenkins | Puppet | Ansible | Vagrant | AWS Ecosystem |

**Drexel University,** Bachelor of Science in Information Technology.