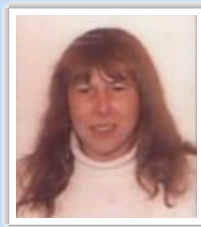


Deanna's Personal Space

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Deanna Gifford

Address details confidential

Seattle, Washington USA

Self motivated, results oriented professional with more than fifteen years experience in information technology related positions encompassing freelance consulting, technical writing, database interactive application development, and an extensive background in technical support including support management, training, and team building. Skilled, adaptable, and possessing of a widely diverse background providing a unique ability to identify issues and form innovative solutions.

Technical Skills

Languages: VBScript, JavaScript, VB.NET

Database: MS Access, SQL Server, Oracle 8

Web Technologies: HTML, ASP, CSS, XML, ASPX

Graphics: Adobe Photoshop, Corel Paint Shop Pro

General Concepts: Windows OS theory, LAN/WAN, TCP/IP, IPX/SPX

Server Platforms: Novell Netware (IntraNetwork) 4.x, Windows NT - Windows 2008

Desktop Platforms: DOS, Windows 3.x - Windows 7, Macintosh OS 7.5 - OS X

Professional Experience

11/2008 - Present

Employer Confidential (Seattle, Washington)

Service Engineer

Working with the Sharepoint services team of large software company supporting infrastructure hosting extremely large production properties based upon Microsoft Office SharePoint Server 2007 and SharePoint Server 2010. Technical writing, Support team training, QA/QC, and working as a liaison between multiple support tiers from Help Desk to Engineering.

07/2005 - 08/2008

Consona CRM (Kirkland, Washington)

Software Solutions Support Engineer

Acted as a senior support engineer providing DBA/SA level support for ONYX (web based) software applications. Managing and solving complex support issues involving enterprise level n-tier application suites based on core Microsoft technologies including IIS, ASP, XML, COM+, Web Service/SOAP, and SQL Server. Created and maintained Windows Server based test environments for break/fix analysis, troubleshooting javascript, visual basic, and SQL stored procedure code.

01/2004 - 10/2004

Volt Computer Services (Redmond, Washington)

Support Engineer

Worked onsite at Microsoft providing support for Microsoft Office Live Meeting (Placeware) to internal, and external, customers worldwide. Assisting with XML API development issues, composed KB articles, provided end user training, software installation assistance, and performed troubleshooting to identify and resolve conflicts with other desktop applications, as well as network and connectivity issues.

04/2003 - 11/2003

Essential Web Design (Bothell, Washington)

Essential Web Design (Bellevue, Washington)
Support Analyst II

Served as a DBA support contact and analyst for a large database driven, membership oriented, website available in numerous regional and native language versions representing the Microsoft OEM System Builder program. Used SQL tools to perform routine system administration tasks, as well as serving as the highest escalation point for support representatives in resolving database problems. Prepared regular Project and Status reports for Microsoft Directors and Project Managers as required.

08/2001 - 02/2003

Earthlink Inc. (Bellevue, Washington)

Senior Technical Support Representative

Performing telephone technical support for end users of ISP dial-up, DSL, DirectWay Satellite, cable broadband, and home networking accounts. Supporting all issues, across the full range of supported platforms, including Microsoft Windows 9x, ME, NT, 2000, XP, and Macintosh Operating Systems 7.5 through OS X. Additionally, as a senior representative, I was also responsible for general TSR support and mentoring, as well as escalated call resolution, and developing limited ASP/Database applications for managing other special projects.

09/2000 - 06/2001

Keane / Convergys (Kirkland, Washington)

Technical Support Representative

Employed by Keane, and subsequently Convergys, I acted as a representative of Microsoft on the Windows Help Desk providing technical support to end users regarding all aspects of Windows 95/98 operating systems, Internet Explorer, and Outlook Express, including installation, upgrade, hardware/software compatibility, and network/internet connectivity issues.

Consulting Experience

Creativity Engineering

Doing HTML website graphic design work in the early 1990s, and later migrating to ASP database driven web development in the dot-com era. I have specialized in interactive database web applications including assisting in the creation of several collaborative intranet portals before SharePoint and Wiki became common.

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