Tay Kratzer

- **Technical Support**
- **Technical Writing**
- **Customer Relations**

801-228-0785

tay.kratzer@gmail.com

linkedin.com/in/taykratzer

Industry-recognized technical support professional with excellent written and verbal skills, and white-glove customer relationship management skills. Self-taught software developer. Certified Scrum software product owner and Scrum master.

Key Skills

LinkedIn Recommendation: *"I have worked with Tay on numerous projects over a several-year period. . . . He is an asset to anything that he is involved in."*

Tom Panozzo CTO [Read Here]

Technical Support: 15 Years of experience in technical support, providing dedicated account support, as well as providing on-site technical support and consultation for large accounts.

Technology: Linux, Windows, servers, networking, scripting

Technical Writing: Authored several technical books, technical documentation, articles and blogs.

Sales: Software Sales-related activities for business-to-business clients. High-ticket in-home sales for softwater and HVAC systems.

Work History

AirCare Utah/Project Manager/Sales - Current Employer

**Authority Heating & Cooling/Project Manager/Sales/Automation
J.B. Hunt Transport Services/Product Owner III (Remote)
Cimitra/Product Owner/Technical Writer/Software Testing/Sales
Beginfinite/Contract (Royalty) Developer of "GWAVA Reload"
Novell/Technical Support/Dedicated Accounts/Technical Writer**

Career Highlights

- SSPA Highest Award (Novell) - 1 recipient each year
- **Authored** Several Technical Books & Articles
- **Created** an email hot-backup technology "GWAVA Reload", Gained Over 1,000 Customers. Currently sells as: "GroupWise Disaster Recovery". Gained 35% marketshare over 13 years—peak annual sales over $3 Million.

Education & Certifications

UVU Cybersecurity Intensive Training Course
PMI | Disciplined Agile Scrum Master (DASM)
Microsoft Certified: Azure Fundamentals
Scrum.org Professional Scrum Master
Scrum.org Professional Product Owner
BYU Idaho, AA, Communications Emphasis

Portfolio

Technical Writing

SecureAnyBox
Established all messaging for the SecureAnyBox5 website usasab.com | [CLICK HERE]

Cimitra
Created all technical documentation at cimitra.com | [CLICK HERE]

Books

Novell GroupWise 7 Administrator Solutions Guide
By Tay Kratzer & Erno de Korte
Pearson Education

Novell GroupWise 6.5 Administrator's Guide
By Tay Kratzer
Novell Press

Novell's GroupWise 6 Administrator's Guide
By Tay Kratzer
Wiley

Administering GroupWise 5.5
By Howard Tayler, Tay Kratzer, Ross Phillips
McGraw-Hill

Software Development

GroupWise Disaster Recovery

Invented and developed the software, which was originally called "GWAVA Reload". GWAVA Reload was sold via worldwide resellers. The parent company, "Beginfinite," was located in Canada and was very active in the Novell GroupWise ecosystem at the time. Reload is a hot backup and push-button disaster recovery solution for an email and collaboration system called "Novell GroupWise". The product is still in production. Through a series of acquisitions, the software is now owned by OpenText.

- Garnered over 30% of the backup market in its product category over 13 years
- Reached over $3 Million in annual sales
- I was the lead developer for the product and did 99% of the software development
- I was the lead tester for the product
- I did a significant amount of sales and marketing-related activities for Reload
  - Marketing literature and webinars **[CLICK HERE]**
  - Tradeshows
  - City tours

Blueprint

Invented and developed the GroupWise mailbox reporting tool called "Blueprint for Reload". The product is still in production. Through a series of acquisitions, the software is now owned by OpenText.

Sasha's Math Game

This is a math game I wrote for my granddaughter. I did so to further develop my HTML, CSS and JavaScript skills.

References

Employers

Justin Willard

AirCare Utah (Owner)

801-372-1763

I helped to establish key business relationships for the founding of this company. I have also sold HVAC equipment for this company.

Anthon Mecham

Authority Heating & Cooling (Owner)

801-885-8639

I was hired for sales and project management. I also helped this company to significantly improve their pricebook and HVAC estimation processes. I leveraged my skills in technical writing and technology to create significant efficiencies.

Coworkers

David Tresner

Authority Heating & Cooling Sales and Project Management

801-518-6084

Austin Curtis

Authority Heating & Cooling Sales and Project Management

386-972-6893

Rob Storey

Cimitra

801-830-1747

Willem Bagchus

GWAVA

571-969-8098

Ross Phillips

Novell

801-319-0133