

David D. Greene

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SUMMARY

A strong leader with excellent communication, interpersonal, and organizational skills seeking a position that will utilize my skills and experience to their fullest potential and offers room for growth.

PROFESSIONAL EXPERIENCE

Associate Software Engineer – Migration Team

Broadridge Financial February 2019 to Present

- Determine specific coding issues prior to escalating to Development.
- Prepare detailed specifications from which application and system alerts can be written to help isolate production issues.
- Code monitoring and alert scripts to automate system alerts in Production and QA environments.
- Monitoring of all production systems.
- You'll review application and system log files to determine root cause of problems.
- Design and develop new monitoring alerts, coordinating with the company standard tools.
- You'll conduct root cause analysis for Severity 1 outages in coordination with support and development teams
- Interface and build relationships with all support and development teams.
- Provide client communication for technology issues
- Conduct technical research with updates to the knowledge base.
- Develop application, infrastructure, and data flow documentation for production systems
- Analyzes and resolves production problems. Examines information to identify the most critical components. Identifies trends, inconsistencies and impact

Technical Support Specialist- Transtar

Broadridge Financial – September 2018 to present

- Delivered support to existing business users and investigating and resolving application errors, data discrepancies and queries
- Receive and log requests for support from users
- Managed entitlement audits of applications
- Managed SharePoint websites
- Maintained a proper quality initiative on all process documentation and process improvements
- Coordinated application testing in QA and UAT for code releases

Senior Help Desk Technician (Lead)(Executive Support)

Broadridge Financial - June 2015 to September 2018

- Install new / rebuild existing computers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Research and recommend innovative, and where possible automated approaches for system administration tasks.
- Create, change, and delete user accounts per request.
- Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues using Windows 7, Windows 8.1, Windows 10, Office 2010, Bit Locker, Active Directory, MS Exchange,

Citibank (Princeton Information)**03/2014-June 2015****Deskside Support Technician**

- Provides local computer hardware and software support. Help desk support/management, customer support on the desktop/laptop/network, customer service, national and local asset management, education and training of clients, compilation of records and reports related to production, machine malfunctioning, and maintenance. Serves as a subject matter expert in one or more areas of technology or as a point person for a business area in the local Hauppauge office.

The Darman Group, Inc., - Far Rockaway, NY**June 1998 – June 2013****Systems Administrator**

- Responsible for managing and maintaining a Peer-to-Peer, Windows 2003 server Network.
- Responsible for the diagnosis, repair and maintenance of all computer equipment.
- Performed System Administration activities related to Windows XP, Windows Vista, 7, Windows 2000, Windows Small Business Server 2003.
- Performed Migrations from Windows XP to Windows 7 utilizing USMT.
- Utilized Active Directory, creating users, resetting passwords, granting folder permissions.
- Duties included: hardware configurations, PC imaging (ghost, acronis).
- Responsible for designing and maintaining the company web site.
- Responsible for setting up and sharing printers for the user environment.
- Supported email system; worked with Messaging group to troubleshoot POP & SMTP address issues, monitor services, managed Public folders and troubleshoot Outlook problems including managing .pst/.ost files.
- Supported financial applications residing on PC's.
- Provided 1-3rd level desktop support to end-users.
- Provided phone support to end users resolving 80% percent of calls at point of contact.

CTI TEKSOURCE/Cablevision**January 2009- June 2009*****Technical Support Representative (Call Center)***

- Troubleshoot various PC issues related to cable internet customers.
- Troubleshoot and repaired corrupt MS office products.
- Assisted users in wireless and LAN configurations.
- Provided 100% phone support to customers.
- Documented customer issues in REMEDY ticket Software.

RESCUECOM CORP**August 2008 – January 2009****PC Technician**

- Maintained user security accounts for Windows 2003 including Desktop configuration, network connectivity, network access issues and printer connectivity.
- Loaded new or updated software and systems on existing equipment.
- Managed LAN/WAN installation and arrangement for Network PCs performing connectivity, system setup, daily backup, network virus inoculation, hardware and software trouble shooting.
- Completed installation and configuration of Windows NT/2000/XP Professional and applications.
- Responsible for troubleshooting, installation, configuration and repairing computer systems.
- Responsible for monitoring hardware and software performance regularly.
- Completed other duties as assigned.

**Barnes & Noble Technical Support Center
Support Technician**

December 2003-August 2004

- Troubleshoot peripheral hardware such as registers, printers and symbol scanners and pdt's.
- Provided 100% phone support, troubleshooting Win98/2000/XP.
- Coordinated arrangements with vendors for repairs, often by participating in conference calls where second or third level support was needed to diagnose problems.
- Assisted WAN engineers in the handling of network difficulties reported by stores, particularly those supported by AT&T, CrossCom, Nortel, Verizon and Spenser.
- Configured Cisco and Nortel switches upon replacement.
- Analyzed proprietary software problems using SQL Server 6.5, most of which involved end of day processes, receiving errors, and uploads of inventory totals.
- Troubleshoot Windows 95, 98, 2000, and XP errors.

EDUCATION

Katherine Gibbs, New York, NY

- **Major:** Associates Degree in Digital Media and Communications
- **Graduated:** June 2004

Southern New Hampshire University

- **Major:** Bachelors of Science Computer Information Systems
- **Graduation Date:** 12/2019

Netcomm

- COMPTIA A+ Net + BOOT CAMP
- COMPTIA Received A+ Certification July 2008
- Completed NET + August 2008

Learning Tree International

- SQL Database Administration Course
- Completed 3/2017

Career Center of Manhattan

- SQL Level 2
- Completed 1/2019

The Coding Dojo

- Full Stack Web Development Boot camp

SKILLS

- * Windows 7, 10 Windows Small Business Server 2008
- * Microsoft Office 97-2010, 2013, 2016
- * Python, mySQL, Java, JSon, HTML 5, django flask, perforce, winscp, putty, ITSM, SMARTIT
- * SQL 2012, 2014
- * DOS Commands (netstat, tracerout, ping, ipconfig , fdisk, format, etc ...)
- * PC repair & troubleshooting skills

- * Symantec, SCCM, Cisco VPN, Cisco NAM and NAC, LAN, MS Dynamics, Cisco Webex, IE9 - IE11, Kofax, Rightfax, Reflections, HP Printers and IBM Ricoh Printers.
- * REMDEY ticketing

References Furnished Upon Request