

# Darnell Holder

## Senior Support Engineer

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### ABOUT

I am a Senior Support Engineer with years of commended performance in User Support, Workstation Management, Systems Administration and Leadership Roles. I am committed to excellence, conscientious of others, reliable and take pride in my work.

### EXPERIENCE

#### Senior Support Engineer

##### MicroFocus

Seattle Wa

Sep 2014 - Present

My primary role is to serve as the final escalation point for our companies terminal emulation product line.

I also manage and support devices and environments needed for virtualization technologies and Micro Focus's terminal emulation product line.

I am the lead technician for Micro Focus's emerging Android and iOS mobile product line and I helped lead the pilot testing and eventual roll out of our Reflection for Unix iOS application at large a Fed Gov site.

I serve as Technical Account Manager for a major pharmacy chain. Holding weekly meetings with various stakeholders from both organizations. Scoping and prioritizing reported issues inside our development organization. This role requires I help the sales and support teams coordinate education and training for existing products, product enhancements, and new releases. I also conduct yearly site visits to ensure a solid relationship and to also discuss any requirements, skills gap and road map questions they may have. I also attend trade shows and expos to promote Micro Focus products and services.

I am the Social Media Ambassador for the terminal emulation product line, responsible for helping to generate social media content, monitoring our social media sites and forums and making sure responses are made to customer inquiries.

I also serve as a customer advocate for the entire Micro Focus Desktop Terminal Emulation product line prioritizing issues within the Support and Development organizations based on customer impact. I act as the liaison between Technical Support and all of the following departments: Development, Product Management, Product Marketing, Sales, and the technical field. I research and test competitor's products, support, and sales strategies and I helped create and define a new external support plan for mobile products.

#### Technical Support Engineer III

##### Attachmate

Seattle Wa

Jul 2011 - Sep 2014

I served as the final escalation point for all issues related to Attachmate's Windows-based terminal emulators that connects users to IBM, UNIX, and Linux hosts. I assisted with large scale deployments and P.O.C's at premier Attachmate Group accounts. I troubleshooted complex product issues by gathering and analyzing crash dumps, logs, internal and network traces. I provided help and training with our internal API and I authored web based technical documentation and online video guides. I served as the lead technician for issues related to Attachmate products and virtualization environments and lead technician for Attachmate's mobile product line. I managed escalation of critical customer issues by coordinating activities among Development and Technical Support.

#### Technical Support Engineer

##### Attachmate

Seattle Wa

Sep 2009 - Jul 2011

My role was Support Engineer for Attachmate's Verastream Host Integrator a server/client application that allows users to encapsulate legacy host data as a web service. I was responsible for assisting customers with setting up the server component, using the design tool to model existing host applications for encapsulation and integration into client/server and web applications and use of our Web Builder to generate HTML 5 web applications and .NET and Java components based on the procedures of a host application.

#### **Technical Support Analyst**

##### **Attachmate**

Seattle Wa

Jun 2006 - Sep 2009

My role was to perform the duties of a front line support technician responsible for supporting Attachmate's Windows-based terminal emulators that connects users to IBM, UNIX, and Linux hosts. I handled customer inquiries regarding the installation, use and troubleshooting of the various products, working issues through to completion or escalating issues to senior technicians as needed. I was also one of the highest individual call takers in the department.

#### **Technical Support Engineer II**

##### **Siemens Business Services (Contract Microsoft)**

Issaquah WA.

May 2005 - May 2006

My role was an internal Support Engineer, responsible for internal tools account management, Hotmail and MSN Domain support, MSN and LIVE.com sites & services account support and support for vendor related service impacting issues.

### **EDUCATION**

#### **Code Fellows (JavaScript)**

2015 - 2016

#### **Seattle Central Community College**

2004 - 2005

#### **Hampshire College**

2003 - 2004

(James Baldwin Scholar)

### **AWARDS**

#### **Celebrate Success**

##### **Attachmate**

Jun 2010

### **PROJECTS**

#### **Seattle Happy Hour App**

Seattle Happy Hour App is a mobile and desktop ready application to help people find happy hour specials in Seattle. Using the Yelp and Google API the user can search by; term, neighborhood, and more. The site uses the user's location and search criteria to find the closest restaurant that has happy hour going on when the search occurs.

#### **Whalephants**

Whalephants is a website for an organization that builds a camp at Burning Man each year. This website is for people to come check out what the camp is about and what all they bring to the community.

#### **All Together**

An app designed to help you find your group.

This app is designed to allow users who are travelling together keep track of all members of their group. Using Geolocation data gathered from the users mobile device this app updates a live map of all members of a group. Using the UI users can create, join and restrict Group membership....

#### **Typelt-ph**

A lightweight jQuery plugin that animates placeholder text for you. You can pass to it an array of

strings that will be dynamically typed with human-like typing style.

## SKILLS

JavaScript  
VBA  
Python  
VBscript  
Node.js  
jQuery  
JSON  
SQL  
HTML5  
CSS  
Microsoft Windows  
Ubuntu  
Linux  
OS X  
Bash  
ESX  
Citrix XenApp  
VMware  
WireShark  
MarkDown  
SSL  
SSH  
Microsoft Certified Professional  
Troubleshooting  
Training  
Excellent Interpersonal skills  
Excellent Communication Skills

## CONTACT

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<https://github.com/darnelho1>  
<https://github.com/BeroMaze/drinkUpSeattle>  
<https://github.com/BeroMaze/whalephants>

In Process