Anthony Denicolo

**Product Technical Specialist II**

Reading PA, 19606

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(267) 909-6247

Authorized to work for any US employer

Certifications



Vertex® Tax Links for Microsoft Dynamics 365 FSCM Certified Implementer - Sales & Use Tax

Vertex® Tax Links for Microsoft Dynamics 365 FSCM Certified Implementer - Value Added Tax

Vertex® Indirect Tax Chain Flow Accelerator for SAP (VAT) Certified Implementer

Microsoft Certified: Azure Fundamentals

Skills



5+ years - SOAP, SSMS, SQL, PostgreSQL

3 years - XML, JSON, REST, IIS

2 years - HTML, CSS, Bootstrap, Tailwind, Javascript, Java, Java Spring, Ajax, Eclipse, GIT

Work Experience



**Product Technical Specialist II**

Vertex Inc – King of Prussia, PA

September 2022 – Present

* Provide second level support for complex issues including troubleshooting product functionality, data, calculation, and integration issues
* Analyze XML and JSON for resolutions to root cause of calculation issues
* Analyze and collect customer data: log files, stack traces, thread dumps, etc.
* Resolve calculation engine issues utilizing Postman API Tool
* Troubleshoot errors employing Chrome developer tools
* Reproduce customer issues, file bug reports and future enhancements in JIRA
* Utilize RDBMS and SQL to update and query client’s databases to resolve possible data issues
* Collaborate on internal projects and teams with development and tax research

**Technical Support Representative**

Assetworks – Wayne, PA

July 2021 – September 2022

* Provide escalated technical support to customers and partner with cross-functional teams on high profile technical issues while providing feedback and leadership to our product support team
* Install, configure and troubleshoot hosted client’s M5 application and servers
* Analyze and collect customer data: log files, stack traces, thread dumps, etc.
* Configure IIS to integrate additional web applications as needed
* Reproduce customer issues, file bug reports, coordinate the delivery of fixes and manage the end-to-end process
* Use SQL developer and SSMS to update and query client’s databases to resolve errors

**Technical Support Representative**

Firstrust Bank – Whitemarsh, PA

December 2019 – July 2021

* Dissect and troubleshoot issues that occur in banking applications from user logon problems to software issues that happen from upgrades or user error
* Closed second most tickets within my department last year
* Create SQL queries for inventory reporting and deployment
* Provide support by handling incoming calls or tickets created in the BMC RemedyForce Console
* Contact vendors to resolve errors with software as needed
* Install and create connections in SSMS and create ODBC data sources

**Support Technician II**

Covetrus - Feasterville-Trevose, PA

December 2018 to December 2019

* Maintain and upgrade Covetrus software by remoting into client's server and supporting either the vixfer, vetlogic, and the vetdata client or a combination of the three
* Provide support by contacting and communicating with clients when data issues arise
* Troubleshoot Windows OS issues and Mac OS issues so that our software works properly (group policy, registry issues, cron jobs, etc.)
* Make exceptions in anti-virus and confirm the correct ports are unblocked

**Computer Technician's Assistant**

Bucks County Community College - Newtown, PA

August 2017 to December 2018

* Fix software issues using documentation
* Provide technical support to students, faculty and staff
* Troubleshoot Windows or Mac OS issues

Education



**Associate of Science degree in Information Science**

Bucks County Community College - Newtown, PA