

# Daniel J. Lewis

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## SUMMARY

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I am a passionate and versatile technology professional with a consulting background and proven ability to engage with customers in all phases of the software development lifecycle. My experience covers a broad range of roles including software engineering, development, integration, support, service delivery, project management and customer success which allows me to provide both strategic leadership and technical expertise. I am a persistent problem solver with an insatiable appetite for learning, and I am always working to expand my technical skillset. In addition, I have a strong personal interest in aviation including solo flight experience.

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## WORK EXPERIENCE

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|--|---|---------------------------------|
| <b>Deltek</b>  | <b>Principal Technical Support Engineer and Delivery Leader</b> | <b>March 2019 - Present</b>     |
| <ul style="list-style-type: none"><li>• Serve on the leadership team of a global software support service delivery function</li><li>• Support customers using ERP software solutions on-premises or as-a-service in collaboration with product engineering, site reliability engineering (SRE), consulting services and customer success teams</li><li>• Troubleshoot and resolve complex software system issues relating to application, customization, integration, automation, database, network, and infrastructure layers</li><li>• Coach junior engineers on technical troubleshooting, customer support service quality, cross-functional collaboration, incident, and escalation management</li><li>• Identify, plan, and contribute to operational process improvement projects focused on customer support experience</li><li>• Manage executive-level, cross-organization customer escalations and get-to-green plans</li></ul> |   |                                 |
| <b>Deltek</b>  | <b>Principal Extensions Development Engineer</b>                | <b>August 2011 - March 2019</b> |
| <ul style="list-style-type: none"><li>• Developed customizations, automations and integrations relating to ERP software systems, using agile processes and various tools, technologies (Java, SQL, XML, MSript, Eclipse IDE, Postman, REST, SOAP, Git, etc.)</li><li>• Engaged with customers as part of an agile team to gather requirements, design, build and document technical solutions</li><li>• Managed git repositories and lead development and deployment strategies for teams of multiple developers</li><li>• Performed various maintenance tasks on mission critical server systems and environments (Windows and Linux) running Deltek software including application configuration, database administration (Oracle and SQL Server), automation, etc.</li><li>• Delivered customer-facing and internal training sessions relating to software development</li></ul>  |   |                                 |

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## EDUCATION

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| Virginia Polytechnic Institute and State University<br>Blacksburg, Virginia | <b>Master of Information Technology</b><br><b>Software Development Certificate</b><br><b>Cybersecurity Technology Certificate</b> | May 2022    |
| George Mason University<br>Fairfax, Virginia                                | <b>B.S. Information Technology</b><br><b>Information Security Concentration</b><br><b>Business Minor</b>                          | August 2011 |

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## CERTIFICATIONS / ACHIEVEMENTS

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|---|----------------------|
| <b>Deltek CARES Leadership Development Program</b>                      | March 2022           |
| <b>Deltek President's Club</b>  | 2017                 |
| <b>Student Private Pilot (Airplane Single-Engine Land, ASEL)</b>        | 60 Hours, Total Time |
| <b>George Mason University Aviation Club (Member)</b>                   | 2011                 |
| <b>George Mason University Crew/Rowing Club (President and Athlete)</b> | 2007 – 2011          |

Key tools and technologies include but are not limited to: **Java, Python, Vue.js, Spring, RDBMS (MSSQL, Oracle, MySQL), GitHub, REST Web Services, XML, HTML, CSS, Postman, Windows, Linux, Splunk, JIRA, Eclipse IDE, VS Code, IntelliJ, AWS**