**DAMON STORIE**

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| 5552 Squires | The Colony, TX 75056 | (214) 955-5120 | dstorie80@gmail.com |

**EDUCATION**

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| **High School Diploma**  Inola High School – Inola OK, 1999 | |
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**TECHNICAL SKILLS**

* **OPERATING SYSTEMS –** Windows XP, Vista, 7, 8, 10; Microsoft Server 2003-2016
* **HARDWARE –** Replacing hard drives, adding memory, replacing cooling fans, RAID configuration, server and desktop hardware maintenance
* **SECURITY –** Passwordstate
* **NETWORK MANAGEMENT –** Barracuda web and spam filtering, PRTG network monitor, Lansweeper
* **MESSAGING –** Microsoft Exchange 2010-2013, Skype, Rocket Chat, MailEnable
* **DATA EXCHANGE AND ETL –** SOAP Web Services, Pentaho, Microsoft SSRS
* **PROJECT MANAGEMENT –** Agile, Waterfall, JIRA, Confluence, Target Process
* **VERSIONING –** Apache SVN, Git, Bitbucket
* **WEB APPLICATIONS –** Microsoft SharePoint 2010-2013, .NET application management, IIS 6, IIS 7.5, IIS 8
* **DATABASE –** SQL Server 2005-2014, MySQL, Microsoft Access, T-SQL
* **PRODUCTIVITY –** Microsoft Office 2003-2016, One Note, Visio, Office 365, Open Office

**PROFESSIONAL EXPERIENCE**

**Software QA Specialist** 2008 - Present

Reliable Reports, Inc.

* Serve as the Software Quality Assurance specialist for an insurance inspection firm responsible for reviewing and testing software code changes and updates.
* Serve as Tier II level support and subject matter expert for the proprietary ERP tool used by the company.
* Designed, created and managed a SOAP Web API service for uploading reports to client data marts, service replaced twelve full time data entry positions at a cost savings of over four hundred thousand dollars annually.
* Create and modify stored procedures for software development staff.
* Document software bugs and defects, utilize Agile bug tracking system to log bugs for developers to work on during sprints.
* Participate in Agile meetings and planning sessions for sprint iterations.
* Create software release notes and documentation for end users.
* Create custom queries in Microsoft SQL Management Services for use in creating custom reports in Microsoft Reporting Services.
* Use Pentaho ETL tools to create custom data extraction processes for clients.
* Give classes and demonstrations of company proprietary software to new employees.

**Tier I Help Desk Technician** 2007 – 2008

Reliable Reports, Inc.

* Provided Tier I level support to 650 local office and remote users, consistently met SLA expectations while providing quality support.
* Participated in annual hardware and software audits, provided critical assistance with Windows 7 upgrade project.
* Updated knowledgebase documentation and CMDB entries on a consistent basis resulting in other technicians having the latest support information.
* Assisted software development team by providing essential feedback from users on software performance issues.

**Personal Lines Account Specialist** 2005 - 2007

Reliable Reports, Inc.

* Performed quality assurance reviews of insurance inspections submitted by field inspectors.
* Assisted with office management responsibilities and trained new staff on office systems.
* Worked with sales and marketing staff on the implementation of pilot programs for prospective clients.