2018

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SUMMARY

Experience in People management, Software Development, Quality Engineering, Cloud Computing, Networking, Network Security, Data Integrity, Legal, Call Centers, Customer Service, Software development, Web Development, Analytical skills, Automated testing, Harvesting relationships and Managerial responsibility.

I have evolved into a diverse worker who can lead people, work on my own or part of a team. I am a goal-oriented person, with an ambition to succeed in whatever I do, and help others progress in their careers.

COMPUTER SKILLS

Languages/Protocols

- Proficient in: HTML, CSS, TCP/IP, VOIP,
- Familiar with: SQL, Flash, Java, JavaScript, UDP, Cucumber, Ruby, RSPEC, Rails

Software

- *Familiar with*: Microsoft Access, Remedy, Salesforce, Power Point, Excel, Word, Photoshop, Rubymine, Aptana, Google Analytics, MixPanel, JIRA, Pendo, NMAP, Power Point, Excel, Word, Photoshop, Engine Expressions, Wireshark, Send Stream, Wordpress, Xcode, Jenkins CI, Dataloop, Icinga, Totango, Pendo.
- *Platforms*: All Microsoft Windows operating systems, some Solaris 10, most Apple operating systems, as well as some Linux builds, Fedora, Ubuntu, Mint and Backtrack, iOS and Android.

EXPERIENCE

Sr Software Engineer (SMTS)

Salesforce.com (Desk.com)

4/2011-Present

- June of 2016, I took a promotion to the role of SMTS
- April of 2012, I took a promotion to the role of Quality Engineer

Responsibilities include:

1. Manual testing (functional/regression)

2. Scrum lead, grooming backlog.

3. Running standups.

4. Interviewing.

5. Coding automated tests (Cucumber, Ruby, RSPEC).

6. Being a part of the feature lifecycle with Product management.

7. Running automations before and after each code deployment.

8. Finding bugs/blockers in our current code base (Production) and/or the QA environments.

9. Testing new features and new Mobile builds utilizing XCODE.

10. Mentoring all new hires that come into the company by running Training classes (3-day sessions).

11. Improving company processes, creating and proposing new process to VP level management.

12. Office Manager / Network administrator.

13. Organize offsite meetings locally, while being budget conscience.

14. Release management.

15. Scrum Master.

16. Minor bug fixes.

9/2011

Technical Engineer (AMTS)
Salesforce.com (Desk.com)

Hired in a technical support role under the company name "Assistly" before our company was acquired by Salesforce.com and later re-branded "Desk.com", responsibilities include:

1. Supporting email/phone/chat sessions with technical questions regarding our app.

2. Providing Liquid syntax help to clients whom want to add different objects to their support center

3. Troubleshooting IMAP and SMTP issues, as well as relaying, exchange,

4. The technical liaison between Development and our support team

2006 - 2011

HSD (High Speed Data) Security Department
Senior Technical Coordinator

- December of 2006 I took a promotion to join HSD Security as a Technical Engineer.

- In 2007 I have been promoted to a Senior Engineer.

- Responsibilities included:

1. Handling threat to life cases, where we act with law enforcement to provide data from our network, which allows officers to get to someone immediately in cases of suicides, barricades, abduction etc.

2. Processing DMCA tickets (Digital Media Copyright Act) to people who have illegally downloaded copyrighted content on the optimum online network.

3. Wrangling bandwidth abusers.

4. Processing legal orders appointed by the legal department in relation to any type of criminal activity on our network.

5. Monitoring home end and business users IP(s) (using various tools including NMAP, and other internal tools) that were involved in any type of malicious activity on our network, such as spamming, hacking, fraud, phishing, botnets etc., and using proactive measures such as port scanning to find compromised networks.

6. Providing *57 Call logs to law enforcement in cases of harassment to one of our subscribers.

2004-2006

Lead Support Analyst (TSG)
Cablevision systems corporation

- Primary responsibilities include supervising the floor, conducting technical classes, providing level III support to all other technicians (answering technical questions, taking over irate calls), running/creating reports via Microsoft Excel, being assigned to specific projects such as, DSL Reports, Offline Resolutions. Developing the Foreign Language team and creating procedures on which they need to follow. One on one coaching was also assigned to me for repeat calls, as well as monthly one on one's. I also was a technical liaison in interviews for new hires.

- Was a member of the Communications Desk for just under 2 years at the Woodbury as well as the Melville call center, Assisting the NOC with tracking outages, running reports, declaring outages as well as offering all technical assistance to outside departments, such as Dispatch and Field Services. I also was in contact with other departments to resolve certain issues, such as RFDN, OSP, ISP, Digital Services, and BISC. Troubleshooting included but not limited to VOIP, Optimum Online, Analog video, and Digital IO cable.

- When first starting with Cablevision, I was a Technical Support Representative, Level 2. This included but not limited to taking inbound calls from OOL/OV customers, training new technicians, as well as monitoring for technical assurance and attending classes on the newest information the call center has at the time.

EDUCATION

AWS
- Currently in training for my Solutions Architect certification.
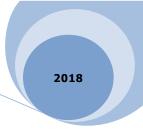
American Intercontinental University
2005
Online schooling, based in IL
- Credits towards my ABAA.

Briarcliffe College
2001
Patchogue, NY
- College credits towards degree.

Bellport High school

2000

Bellport, NY

- Diploma Received.

Contacts upon request