

John Chumbley

Lead Engineer, Technical Staff, Software Engineering

Marlton, NJ - Email me on Indeed: [indeed.com/r/John-Chumbley/d97641a1c1244486](https://www.indeed.com/r/John-Chumbley/d97641a1c1244486)

WORK EXPERIENCE

Lead Engineer, Technical Staff, Software Engineering

OKI DATA AMERICAS, INC - 2006 to 2011

Supported customers in resolving product implementation issues with an emphasis on minimal or no change on customer end. Visited customer's locations in support of pre-sales opportunity when requested by Sales or Marketing. Maintained software license key's for department software.

- Designed, implemented, and tested custom Label and Point of Sale (POS) product configurations to meet customer needs for Financial, Restaurant, and Retail industry customers.
- Develop printer drivers for Windows 7 for use with Okidata Label/POS dot matrix, monochrome, and color LED/Laser product.
- Represented the company as the America Software Engineer Representative at the worldwide quarterly meetings in Cumbernauld, Scotland, and Tokyo, Japan.
- Responsible for interviewing and orientation to ensure policies and compliance were met.

Senior Member II, Technical Staff, Software Engineering

OKI DATA AMERICAS, INC - 2001 to 2006

Supported customers in resolving product implementation issues with an emphasis on minimal or no change on customer end. Managed / administered Software Engineering Test lab. Maintained hardware and configured internal test network.

- Designed, implemented, and tested custom dot matrix product configurations to meet customer needs for Financial, Restaurant, and Retail industry customers.
- Develop Unitool printer drivers for Windows 2000 and XP for use with Oki Data dot matrix, monochrome and color LED/Laser product.

Senior Member, Technical Staff - OEM and F/W Development

OKI DATA AMERICAS, INC - 1998 to 2001

- Designed, implemented, and tested custom dot matrix, monochrome and color LED/Laser product configurations to meet customer needs for Financial, Restaurant, and Retail industry customers.
- Develop Unitool printer drivers for Windows 2000 and XP for use with Oki Data dot matrix, monochrome, and color LED/Laser product.
- Developed Install Shield installs for printer applications and printer driver installations.

Member, Technical Staff, Software Engineering

OKI DATA AMERICAS, INC - 1996 to 1998

- Develop Unitool printer drivers for Windows 3.1 and 95/98/ME/NT4.0 for use with Oki Data dot matrix, monochrome and color LED/Laser product.
- Develop InstallShield installs for applications and driver installs.

Customer Service Software and Hardware Support

OKI DATA AMERICAS, INC - 1989 to 1996

- Act as the technical voice of the customer analyze/identify/resolve technical problems or issues from customers, increase business, internally function as a resource to sales, marketing, research and development, engineering and production.
- Provide technical support to domestic sales team for current products.
- Promote new products and company to customers..
- Review and provide updates to product data sheets and technical data packages.
- Author and/or present technical reports, technical papers, project updates, and technical overviews for internal presentation, and conferences.

Attend technical conferences, trade shows, and educational courses to remain current in the field as it relates to existing and future technologies.

SKILLS

Business Requirement Analysis, Strategic Planning, Performance Management, Quality Resolution, Customer Service/Technical Support

ADDITIONAL INFORMATION

TECHNICAL PROFILE

Programming Languages: Assembly, Pascal, InstallShield, DemoShield, Visual Basic 6.0

Printer Control Language Programming: PCL 4.x and 5.x, PCL 6,ZPL, ESC POS