Kurt Greiner

Fairlawn, NJ 07410 ● (862) 221-0935 ● iam@kurtgreiner.me

SUMMARY

Technical Support Systems Manager with extensive experience in multiple platforms and technologies. Proven ability to work across departments and teams to achieve successful implementation of large projects with complex interdependencies.

TECHNICAL EXPERTISE

Programming:	Java, PHP, SQL, Python
Scripting:	JavaScript/ECMAScript, PERL, Windows Shell, Linux bash
Web Technologies:	Servlets, JSP, JASIG CAS, REST, JSON, jQuery, React
Databases:	Microsoft SQLServer, MySQL/MariaDB
Operating Systems:	Windows Server, Linux
Application Servers:	Microsoft IIS, Apache HTTP Server, Apache Tomcat
Software:	Microsoft Visual Studio Code, WordPress, Microsoft SQL Management Studio, Microsoft Systems Center Virtual Machine Manager, Microsoft Office Suite

PROFESSIONAL EXPERIENCE

Information Builders - New York, NY

Internet Support Technologies Manager, December 1993 – March 2019

- Designed, developed, and managed a bespoke content management system (CMS) using Java, with a corpus of 400,000+ technical documents providing a customer facing support website for internal technical employees and customers. Implemented self service interface, enabling research for solutions to issues with products. Improved customer satisfaction from 92% to over 97%, significantly improving customer retention and maintenance renewal.
- Developed a custom product download service integrated with the support website, tracking downloads and providing auditing information for license compliance tracking. Enhanced availability for product upgrades and trials were a significant driver of new purchases and maintenance renewals.
- Member of corporate data security team. Implemented JASIG Central Authentication Service (CAS) to provide single sign-on (SSO) authentication services for the support website and download service, created custom authorization schemes to limit access to areas of the site based on authorization level.
- Developed processes and procedures for provisioning virtual machine images that were developed to train customers using Microsoft System Center 2016 Virtual Machine Manager (SCVMM), providing just-in-time training for internal technical employees. This training availability enabled field technical personnel to better support customers, helping to drive new revenue streams.
- Developed platform to deprecate legacy Learning Management System (LMS), using WordPress as a Content Management System (CMS). Increased capacity to deliver focused training opportunities by reducing administrative time requirements by over 80%. Managed complete lifecycle of project from conception to production deployment.

EDUCATION

RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY - New Brunswick, New Jersey

Bachelor of Arts, Computer Science