KURT GREINER

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PROFESSIONAL SUMMARY

Visionary technical support manager with a career-long record of web development operations, project management, and team leadership success for leading organizations

An accomplished, results-oriented professional highly regarded for managing large projects with complex interdependencies while meeting demanding time restraints and exceeding all expectations. Proven track record of working cross-functionally, optimizing multiple platforms and technologies from development through implementation. Expertise spans integration, automation, installation, technical support, budget management, resource allocation, customer relations, and more. Out-of-the-box thinker who champions innovative solutions to integrate best practices, drive continuous improvement, and mitigate project risks. Recognized for superb communication skills, with the capacity to lead and mentor diverse individuals while building productive, professional relationships.

TECHNICAL SKILLS PROFILE

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, DECEMBER 1993 TO MARCH 2019
INTERNET SUPPORT TECHNOLOGIES MANAGER, JULY 1996 TO MARCH 2019
Customer-Facing Support Website/Content Management System (CMS):
- Spearheaded development and deployment using Java, providing a corpus of 400K+ technical documents for internal technical employees and customers.
- Implemented a self-service interface, enabling research for solutions to issues with products.
- Boosted customer satisfaction from 92% to over 97%, directly improving customer retention and maintenance renewal.

Product Download Service:
- Integrated this custom project with the support website, tracking downloads and providing auditing information for license compliance tracking.
- Drove new purchases and maintenance renewals by enhancing the availability for product upgrades and trials.

Corporate Data Security Team:
- Delivered single sign-on (SSO) authentication services by implementing JASIG Central Authentication Service (CAS) for the support website and download service.
- Created custom authorization schemes to limit access to areas of the site based on authorization level.

Microsoft System Center 2016 Virtual Machine Manager (SCVMM) Training Images:
- Formulated processes and procedures for provisioning virtual machine images, optimizing just-in-time training for customers and internal technical employees.
- Accelerated new revenue development by advancing field technical personnel's customer service capabilities.

Learning Management System (LMS):
- Initiated deprecation of legacy system with a new platform, using WordPress as a Content Management System (CMS); supervised the full project lifecycle from conception through production deployment.
- Reduced administrative time requirements by over 80%, improving capacity to deliver focused training opportunities.

General:
- Created documentation for code and systems for all projects.
- Trained and mentored coworkers on troubleshooting and remediation for issues with projects to ensuring continuity of systems availability.
- Provided management with audit reporting for KPI and departmental goal tracking.

NETWORK ENGINEER, DECEMBER 1993 TO JULY 1996
- Minimized downtime by implementing and maintaining a corporate computer network of heterogeneous platforms, from mainframe to mobile.
- Supported the corporate email platform, as well as employee workstations (Windows), network servers (Windows, Netware), and infrastructure.

PERSHING, JERSEY CITY, NJ, JULY 1993 TO DECEMBER 1993
NETWORK ENGINEER
- Optimized the High Availability (HA) network for a financial services corporation; ensured continuous network and systems uptime to minimize potential losses due to outages.
- Handled employee workstation (Windows, OS/2) and network server (Netware) installations/support.

TOYS R US, PARAMUS, NJ, SEPTEMBER 1990 TO JULY 1993
MICROSUPPORT ANALYST
- Installed and supported employee workstations (Windows, DOS) while enhancing the heterogeneous global network (Netware, VAX/VMS, AS/400) and network connectivity technologies (Ethernet, Token Ring).

EDUCATION AND CREDENTIALS

BACHELOR OF ARTS (B.A.) IN COMPUTER SCIENCE, OCTOBER 1992
Rutgers, The State University of New Jersey, New Brunswick, NJ

VOLUNTEERISM

- ARES/RACES – Emergency Communications Support for local and county Governmental Agencies using Amateur Radio.

ADDITIONAL INFORMATION

Interests: Toastmasters (Founding Club Officer – Webmaster), Amateur Radio (Call Sign – KD2DKN)

References available upon request