

# James K Falconer, MSc.

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Technical support professional with a strong foundation in issue resolution, showcasing a proven ability to troubleshoot complex issues, develop comprehensive documentation, and enhance user experience.

## Professional Experience

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| 2008-2024 | <b>Dassault Systèmes SolidWorks Corporation – PDM (Product Data Management)</b><br><i>User Success Senior Engineer</i> <ul style="list-style-type: none"><li>• Collaborated with customers and partners as a Tier 2/3 support engineer to develop a deep understanding of technical challenges and system behaviors. The approach was not just about immediate fixes but also about cultivating a mindset of proactive problem-solving and learning from each incident.</li><li>• Crafted initial technical support strategies, including workarounds, to swiftly address customer needs while meticulously planning for escalation to ensure all solutions are robust and well-considered.</li><li>• Extended the functionality of SOLIDWORKS PDM through the creation of custom SQL scripts, aimed at delivering targeted solutions to complex challenges faced by customers and partners.</li><li>• Tackled a broad spectrum of technical difficulties, ranging from deployment and networking challenges to IIS Web Server issues and interoperability concerns, employing a rigorous diagnostic approach. Involved the adept use of advanced tools such as Sysinternals, WinDBG, and Wireshark, demonstrating a commitment to excellence in troubleshooting and system optimization.</li><li>• Documented issues reported by a diverse group of stakeholders, including customers, beta testers, and tier one support engineers. This documentation was vital for Quality Assurance and facilitated collaborative efforts with developers to refine and enhance product performance, embodying a proactive stance towards continuous improvement and innovation.</li></ul> <i>Special Projects</i> <ul style="list-style-type: none"><li>• <i>Checklists:</i> Realized that the most challenging and time-consuming inquiries often pertained to server upgrades and moves. Condensed the essential information from our installation manual into a single-page checklist. Published as a knowledgebase solution, it has saved many hundreds of hours of troubleshooting.</li><li>• <i>Connectivity Matrix:</i> Acknowledged that our published network diagrams were overly complex and could not cover every scenario. Chose to streamline our network diagrams into a straightforward 6x6 square matrix, which addresses all possible communication needs between server components. Initially published as a knowledgebase solution, but was eventually integrated into the manual.</li><li>• <i>@SOLIDWORKSCare:</i> Managed X/Twitter social media team of 4 over 10 years and helped build following to 23k+ followers</li><li>• Managed nine SOLIDWORKS Technical Support Interns including onboarding schedule, training, projects and service requests.</li><li>• Presented at multiple SOLIDWORKS World and 3DEXPERIENCE World events averaging over 150 attendees each session.</li></ul> | Waltham, MA<br>Eagan, MN<br>San Diego, CA |
| 2005-2008 | <b>Bentley Systems, Inc. – Software for Engineering Design</b><br><i>Senior Technical Support Analyst</i> <ul style="list-style-type: none"><li>• Resolved customer-reported issues for 12 engineering software applications including WaterCAD.</li><li>• Managed support relationships with the 50 largest Enterprise Licensing Subscribers (ELS), &gt;\$1M annual fees.</li><li>• Translated technical client issues using a Problem Tracker for eventual debugging by development department; managed client relationships by presenting patches or workarounds; provided monthly 24/7 remote on-call support.</li><li>• Trained non-IT software users at six, week-long, off-site, Bentley Institute seminars.</li><li>• Promoted to a position of increased responsibility; mentored and advised seven technical support analysts; administered employee schedules for the sales and technical support departments.</li><li>• Managed, created and modified network licenses based on subscription contracts for all users of Bentley Systems software; created licensing guide documentation; enabled licensing compliance.</li><li>• Located and documented application bugs for developers on monthly Bug Hunts.</li><li>• Supported clients on Windows PCs; AutoCAD, ESRI ArcGIS, MicroStation integration.</li><li>• Applied SAP, Microsoft Access, and ProjectWise proprietary project collaboration software.</li></ul>   | Watertown, CT                             |

1995-2005	<b>JKF and Associates</b> – Private engineering design firm <i>Information Technology Manager/Co-founder</i> <ul style="list-style-type: none"> <li>Co-founded firm which has designed over \$100M in Connecticut infrastructure projects.</li> <li>Designed, installed, and maintained computer network using Red Hat Linux with Windows clients utilizing the Samba TCP/IP protocol.</li> <li>Installed wireless infrastructure using access points, routers, switches, and firewalls.</li> <li>Translated client vision and structural engineering input into design plans using AutoCAD &amp; MicroStation. Produced several hundred engineering drawing plans (Size D, E)</li> <li>Supervised &amp; trained three-person CAD drawing staff; developed &amp; implemented CAD design standards.</li> </ul>	New Haven, CT
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## Education

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### Master of Science, Computer Science

Rensselaer Polytechnic Institute

Hartford, CT

Focus: Software Development; GPA 3.6 (Out of 4.0)

- Masters Project:* Explored performance of common data structures on resource constrained devices using two common data structures: Linear Linked Lists and List Arrays using the Android OS. Concluded that ADT List Arrays are faster at adding, inserting, reading and removing array data on resource limited devices (Android phones).  
<https://github.com/jkfalconer/MScProject/blob/main/FinalReport.pdf>

### Java Programming Certificate (Completed 2023)

University of California, San Diego

San Diego, CA

5 Course Duration: (Curriculum of 120 hours); GPA 4.0 (Out of 4.0)

*Covered many aspects of Object-oriented programming & design techniques.*

*Projects included;*

- Todo app built with TDD best practices. Utilized Maven for building and state persistence to disk. Allowed save & restore of names and addresses using serialization when application opened & closed.
- Inventory app for cataloging comic books including their monetary values. Implementing ability to save files with updated inventory.

*Final Project;*

- App that finds & apporitions AutoCAD .DWG files by creation version. This gives users the knowledge of which files will need to be updated & can guide the IT admin which release of CAD to install to manage these files. The app iterates through a user selected root folder and traverses all subfolders to find all instances of the .DWG files. Uses REGEX to read the signature within these .DWG files & discovers what version they were saved as. Creates a .txt file output listing filename, folder, and version used.

<https://replit.com/@jkfalconer/Final-Adv-Java-Assignment-James-Falconer>

### Bachelor of Arts, English

University of Connecticut

Storrs, CT

Staff Writer – UConn Daily Campus

- Promoted to Staff writer for the Sport Section. Wrote articles for various sports including Men's Basketball, Women's Track and Field, Men's Soccer, and Football. Interviewed all stakeholders ranging from university staff to athletes and head coaches.

## Additional

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- Native Speaker: English and Spanish
- Painting: John Slade Ely Curator's Selectee. New Haven Citywide Open Studios exhibitor
- Drawing: Gateway Community College Drawing Award. Various exhibits and competitions