SOFTWARE SUPPORT ENGINEER
Career Overview

strong problem solving and investigative abilities work well in team environment and also work independently with minimal supervision open to constructive criticism, suggestions, and ideas positive attitude with a willingness to provide extra effort .

Qualifications

- Operating Systems: Windows (7/XP/2000/NT/98/95), Red Hat Linux 4.0, DG/UX, SCO UNIX, IBM AIX,
- Database Systems: MS-SQL Server 2005/2008/2010/2012, IBM Universe, Sybase IQ/Central V4.3
- Application Software: MicroSoft Office (Word, Excel, Outlook), Acrobat Reader, Norton Utilities,
- Remote Login Applications: Log Me In, Cisco VPN/AnyConnect, WebEx, SOTI MobiControl, Team Viewer
- Hardware Modems: GX-400/PinPoint-X (Sierra-Wireless), Chameleon-152/200 (Cypress); CalAmp
- Hardware HandHelds: MC75/A (Motorola), CN3/CN3E/CN50/CN70 (Intermec), BIP 6000 (BlueBird)

Work Experience
Software Support Engineer
December 2009 to Current Ssi Schaefer Systems International North America ï¼ Pleasant View , TN

- Provide first and second level technical support to customers.
- Attend calls from clients related to various issues, including investigating the accuracy and completeness of meter exchange work order issues, field data queries, and handheld/PDA as required Undertaking analysis, diagnosis and resolution of client problems via phone, e-mail and/ or through remote login in to their systems Raising and maintaining incident tickets and problem records in Issue Trak ticketing system.
- Logging and maintaining bugs / enhancements in Bugzilla & JIRA.
- Taking ownership of problems and tracking them to a successful resolution Analyzing call logs to spot trends and underlying issues.
- Work with Development and Implementations teams to further assist clients Trouble-shoot hand-held devices Provide on-call support calls outside business hours and on weekends Support industrial grade handheld devices (like Motorola, Intermec, BlueBird, Psion) running windows mobile.
- Perform full database and software upgrades due to revision changes Test new workflow management software releases Analyze workflow data as needed to indentify and issues and rectify.
- Liaison with 3rd party hardware vendors like Sierra-Wireless, Cypress Solutions for any modem issues Liaison with 3rd party software vendors like MilSoft, ESRI, and PartnerMap for any map viewer issues.
- Continuously reviewing performance against Service Level Agreements (SLAs).

Application Support Analyst
March 1997 to September 2009 Amita Health ï¼ Lincoln , NE

- supported mission critical UniCom (Billing & Customer Care) system to clients within Canada and United States via phone and through remote modems assisted in closing of all open support calls verified and entered bugs into Bugzilla tracking system.
- analyzed, investigated and corrected issues pertaining to software deficiencies created ad-hoc queries and customized reports as per client requirements using SQL liaison between customers and internal departments to gather information on new enhancement requirements conducted training for customer base when required create and install software patches on customers systems performed basic system administration of DG/UX, Linux and Windows servers.
- participated 24/7 on call on rotating basis with other support team members.

Support Analyst
July 1994 to March 1997 Sage Intacct ï¼ San Jose , CA

- analyzed investigated and corrected issues pertaining to rating and billing implemented complex rate plans for both commercial and residential accounts used UniBasic (SQL) at Universe Command Processor level for problem solving and creation of reports performed daily operational duties including loading/reading toll tapes and formatting calls ensured rating and billing of customer invoices are met by respective deadlines ran various daily, weekly, and monthly reports for management assisted in System Administration including daily backups and process management.

Education and Training
Microcomputer Applications, COBOL, dBase III, Data Communications and Networking. S.P. University - V.v. nAGAR, GUJARAT STATE, INDIA. AUG/1982 - JUN/1986 : Sep/1991 Vancouver Community College ï¼ City , State GPA: GPA: 3.69 GPA: 3.69
graduated : Management Information Systems Economics, Marketing, Accounting, Business Communications and Statistics , May/1994 British Columbia Institute of Technology ï¼ City , State Management Information Systems Economics, Marketing, Accounting, Business Communications and Statistics
Bachelors degree : Physics , 1986 S.P. Univrersity ï¼ City , State , India

Physics

Personal Information
strong problem solving and investigative abilities *work well in team environment and also work independently with minimal supervision *open to constructive criticism, suggestions, and ideas *positive attitude with a willingness to provide extra effort
Additional Information

- PERSONAL PROFILE: strong problem solving and investigative abilities work well in team environment and also work independently with minimal supervision open to constructive criticism, suggestions, and ideas positive attitude with a willingness to provide extra effort

Skills

Acrobat Reader, ad, IBM AIX, basic, Billing, Cisco, closing, COBOL, good communication skills, Hardware, client, clients, customer service skills, Customer Care, Data Communications, Database, database and software, dBase III, diagnosis, DG/UX, e-mail, ESRI, IBM, Information Technology, IQ, Linux, Logging, Excel, exchange, MicroSoft Office, Outlook, Windows, 2000, 98, NT, Word, Modems, modem, Motorola, Networking, Norton Utilities, Operating Systems, problem solving, processes, process management, Psion, reading, Red Hat Linux 4.0, requirement, SCO UNIX, servers, Service Level Agreements, install software, MS-SQL Server, SQL, Sybase, System Administration, systems analysis, technical support, phone, Trouble-shoot, upgrades, VPN, workflow