FREDERICK A. MURPHY   www.eric-murphy.net

Chandler, Arizona | 678.382.9474 | frederick.a.murphy@gmail.com

Motivated, dedicated and driven IT Professional with 4 years of experience in software maintenance and software development. Fluent with front-end web technologies as well as SQL, C# and Java and known for exceptional troubleshooting ability. Continuously learning and refining new skills and consistently performing above expectations.

QUALIFICATIONS

- Created and published an Android application, receiving over 9,000 downloads and a 4+ rating
- Developed tools and processes to improve productivity and expedite resolutions for customer issues
- Experience with Agile and Waterfall
- Mentored with a Sr. .NET Developer

- Languages: C#, SQL, Java, Javascript, HTML, CSS
- Frameworks/Libraries: ASP.NET, jQuery, Bootstrap
- Tools: Visual Studio, Android Studio, SQL Server Management Studio, VMware, Microsoft Team Foundation Server, SQL Server 2008/2012, SQLite

EMPLOYMENT HISTORY

Varec, Inc.   September 2008 – Present
                                                                        Norcross, GA

Software Maintenance / Configuration Management Analyst

- Investigate potential software bugs, system configuration issues and database related issues that have been escalated by the Help Desk seeking additional support and determine long-term and interim solutions for defects.
- Work directly with Developers on software changes and bug fixes, providing expertise on customer requirements and user-perspective insight.
- Created an application to execute database export scripts to make software upgrades easier for Field Technicians.
- Created a library of SQL script templates for the department to resolve common issues.
- Establish and document baseline system configuration requirements for software to work within Department of Defense secured domains.

Technical Support Engineer - Tier 1 - 3

- Assisted customers remotely with issues including but not limited to client-server communication, configuration issues with the operating system/SQL/Reporting Services/IIS, database integrity, potential software bugs and any application specific issues unable to be resolved by Tier 1 or 2.
- Maintain advanced knowledge of Department of Defense Fuels Accounting procedures and policies to assist customers with accounting reconciliation and accounting related issues.
- Built and implemented tools for the Help Desk including a SQL Script Generator, which created an array of commonly used SQL scripts used to resolve issues without the need to write any code.

EDUCATION

Western Governor's University   In Progress, Anticipated Graduation in 2018

Bachelors of Science in Information Technology, Software Emphasis

CERTIFICATIONS AND CREDENTIALS

CompTIA Security+, CompTIA A+