# FREDERICK A. MURPHY

## www.eric-murphy.net

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*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+*