

# Scott R Palmer

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## Career Focus

To obtain a programming position with a company that prides itself in communication and delivering exceptional products with CI/CD and automation.

## Computer Experience

- Interface design and implementation
- Fluent in C and Java
- Familiar with MySQL, SQL and ASP
- Computer Network and Security
- Proficient in HTML, JavaScript, PHP, and CSS
- Familiar with Red Hat, Ubuntu, Windows, MacOS, Mandriva and Fedora OS
- Graphics programming with POV-Ray and JOGL

## Certificates (in consideration)

- World Wide Web Consortium: HTML, HTML5, CSS, JavaScript, PHP, XML and ASP
- Oracle: Java 7 Programmer I and II

## Military Accomplishments

- Contributed to an annual 50% increase in productivity through improvements in operations, quality, safety and administration.
- Supervised second shift operations and more than 9 air core maintenance staff.
- Awarded the Navy Achievement Medal in 2002, Letter of Commendation in 2002 and Two Letters of Appreciation in 2000 and 2001.
- Received Global War on Terrorism Service Medal.
- Confidential Security Clearance

## Experience

RSVP Tooling, Inc, Joliet, IL

October 2017 to December 2023

### Sales Engineer - Support

- Provided technical support with regularly addressed sales and technical inquiries, offering expertise in tool setup, troubleshooting, and product quality assurance.
- Managed routine tasks such as shipping, stock monitoring, and vendor coordination, ensuring smooth planning for purchases, sales, and inspections.
- Played a role in pre- and post-trade show activities, contributing to marketing campaigns, preparing promotional materials, and expanding the company's outreach.
- Used OCR and PDF tools to create a digital library for catalogs, instructions, and troubleshooting routines, enhancing accessibility, and reducing troubleshooting time for customers.
- Upgrade of the company's file system and sales system to Windows 11 and cloud-based file storage, achieving 100% uptime and improved communication.
- Developed applications in Java and Front-End web languages for reviewing offers, tracking price lists, and confirming stock. Created tools to read CSVs, PDFs, and XML files, streamlining inventory management and communication.

Liaison Technologies, Carbondale, IL

October 2014 to February 2016

### IT Professional - Mapping Analyst

- Supplied EDI transaction support for three platforms Athena, Advance Data Exchange and Softshare/DXP.
- Performed detailed analysis of project requirements and aided in the development of functional specifications.
- Developed and kept implementation and documentation
- Fluent with EDI formats ANSI, EDIFACT and TRADACOMs.

Morgan Stanley, Chicago, IL

June 2009 to July 2009

**IT Professional**

- Supplied advertising aid.
- Aided in Microsoft Software implementations.
- Installed CRM software ACT! and supplied initial demonstrations and training.

Brad Foote Gear Work, Cicero, IL

December 2007 to January 2008

**IT Professional**

- Developed production and beta websites using HTML with CSS2 and JavaScript.
- Troubleshot and resolved internet connectivity and general software and hardware issues.
- Added user accounts, troubleshot issues with users.

Mr. Admin, Carbondale, IL

April 2007 to August 2007

**IT Professional**

- Troubleshot and resolved internet connectivity and general software and hardware issues.
- Found product problems and strengths and collected data on the customer experience.
- Developed accurate development estimates and drafted project resource plans.
- Led triage on product bugs and feature requests.

RadioShack, Marion, IL

September 2005 to July 2006

**Sales Retail**

- Received and processed cash and credit payments for in-store purchases.
- Described use and operation of merchandise to customers.
- Placed special merchandise orders for customers.
- Shared product knowledge with customers while making personal recommendations.
- Maintained friendly and professional customer interactions.
- Verified that all merchandising standards were kept daily.

US Navy

May 2000 to May 2005

**Supervisor and Quality Assurance Inspector**

- Effective decision-maker in high-pressure environments.
- Patrolled areas and allowed restricted area access for authorized personnel.
- Supervised operation and organizational maintenance of weapons systems and specialized equipment.
- Coordinated training schedules and filed crucial administrative paperwork.
- Set up sensitive electronic test tools and equipment.
- Ran cycle checks of electromechanical systems consisting of multiple integrated circuits.
- Aligned and tuned complicated inter-related circuits and electromechanical systems.
- Quickly replaced faulty parts and unit wiring and retested systems.
- Tacked maintenance actions and completed records.
- Verified that all required information was readily available and displayed correctly.
- Coordinated preventative maintenance on existing and new production equipment, including routine calibration.
- Maintained and enforced a safe and clean working environment.
- Diligently kept safety and quality standards.
- Supervised production schedules, production quality and on time delivery.
- Trained, developed and counseled subordinates to develop a high performing team.
- Organized, prioritized and managed work-center maintenance projects to keep shops safe, efficient and clean.

**Work History**

One Stop, Murphysboro, IL

September 2006 to March 2007

**Salesclerk**

- Stocked and inventoried merchandise.
- Handled currency and lottery sales.
- Cleaned and organized store.
- Closed store and delivered sales to bank.

Personal Contracts, Naperville, IL and Carbondale, IL

2010 to April 2013

**Contract Labor**

- Removed debris from households, storage areas and yards.
- Remodel basements and garages.
- Painted interior rooms.
- Installed electrical wiring and network wiring.

Hucks, Murphysboro, IL

July 2013 to October 2014

**Sales Associate**

- Trained in operating point of sale system.
- Stock and inventory merchandise.
- Trained for class C UST operator.

**Education**

**Southern Illinois University, Carbondale, IL**

**Bachelor of Science: Computer Science, December 2010**

**Minor: Mathematics**

- Received Dean List Fall 2006.
- Attended AMC Fall 2009 and was in charge of sigSoft.
- Coursework in Operating System and Design, Graphic Design, User Interface and Implementation, Networking, Computer Security, Computer Architecture, Autonomous Mobile Robots, Web Development and Design and Programming Languages.
- Advanced Mathematics coursework in Calculus I & II, Statistics and Probability and Linear Programming concluding to Mathematics Minor.

**Graduate-Level Coursework:** Computer Architecture, Computer Security and Cloud Computing