**David B. Dowen**

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* Acknowledged throughout career for providing onsite, phone, and remote support for customers. Hands-on experience in the effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.
* Strong technical support acumen with a background in multi-platform systems and educating people on information technology topics. Offering diversified and in-depth experience in coordinating the deployment of new technology, and applying best practices to current technology systems.
* Skilled team leader and trainer with a track record of directing multiple tasks effectively to ensure on target completion of all deliverables. Outstanding interpersonal and communication strengths leveraged to train users, troubleshoot system issues, and ensure total client satisfaction.

**Technical SPECIALTIES & Proficiencies**

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| *Web Technologies:* | PHP, HTML 5, CSS 3, Bootstrap 4/5, Javascript, jQuery, AJAX, Node.js, Express, React |
| *Operating Systems:* | Linux, Windows (Server 2012/2008/2003, 10, 8.1, 8, 7), variety of Unix |
| *Languages:* | C, Perl, ASP, HTML, CSS, SQL, Informix ESQL/4GL, Pascal, PDL (ADS), COBOL, UNIX Shell, SAS, Batch File |
| *Databases:* | MySQL, MongoDB, MS SQL Server (2000/2005), MS Analysis Service, Informix, Oracle7 |
| *MS Technologies:* | SSIS 2005/2008, SSAS 2005, SSRS 2005, MOSS 2007, MOPPS 2007, MS Visio, MS Word, MS Excel, MS PowerPoint |
| *Software:* | SQL Server Business Intelligence Development Studio, Visual Studio 2015/2013/2005, Performance Point Dashboard Designer, MS Office, MS FrontPage 2000 |
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**Professional Trainings**

Full Stack Web Development – In-Progress

Cisco Certified Network Associate

Business Intelligence Master’s Program

Best/1 Performance Assurance for Distributed Systems

IT Service Vision Software:

Basic Performance Data Warehouse Administration

SAS Fundamentals: A Programming Approach

Object Oriented Analysis/Object Oriented Design

UNIX System Administration and Communications

UNIX Internals

Informix 4GL, SQL, ESQL/C

Bourne Shell

UNIX

Advanced COBOL

Pascal

B-26 Tactical Army Combat Service Support Computer System (TACCS)

ADP Project Management

U.S. Army Programmer Analyst Course

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**Professional Experience**

**Programmer/NOC Analyst:** Conduent Legal and Compliance Solutions(12/17-Present)

**Application Support:**

Provide application support for 3 eDiscovery applications (Relativity, Viewpoint, Omnix). Additional responsibilities include creating and maintaining internal and external user access to the eDiscovery platforms as well as internal support applications.

**NOC Analyst:** (12/17-11/22)

* Analyze incoming tickets and route to the appropriate group for resolution.
* Take ownership of tickets, monitor activity, and follow-up to ensure issues are resolved in a timely manner within SLAs.
* Troubleshoot alerts when necessary using SOP/IRP and research issues using various means including creating and executing custom SQL statements.
* Provide ticket escalation as necessary and contact personnel as required.
* Create FTP accounts for external users to allow uploading of customer data for processing into internal systems.
* Create and maintain SOP/IRP documentation as necessary.

**Programmer:** (12/17-08/20)

Develop and maintain PHP, Javascript, and AJAX code for custom in-house monitoring system. The system receives input from various sources via a custom created email processor. Emails are processed based on a number of fields, creating a DB record of the event then processed accordingly creating alerts when appropriate based on rules for that given event type. When an event is evaluated to be an alert, the alert is sent to a web-based console for analysis and further action.

**Earlier Career**

**IT Help Desk Technician:** Tekwissen/Unisys/Regeneron (8/17-12/17)

**Self-Employed:** OG Computer Services, LLC (3/06 – 8/17)

**Senior Consultant:** CMX Group, New York, NY (9/98-3/06)

**System Administrator:** TRW, Chester, VA(1/98 – 9/98)

**Computer Programmer Analyst:** Cadmus Journal Services, Richmond, VA(4/97 – 1/98)

**Computer Programmer Analyst:** Computer Sciences Corporation, Prince George, VA(7/96 – 4/97)

**Owner:** Comtech Connections, Inc., Petersburg, VA(2/96 – 6/96)

**Senior Programmer:** Computer Sciences Corporation, Prince George, VA(10/88 – 2/96)

**Microcomputer Data Specialist:** COMARCO/International Business Services, Prince George, VA(6/87 – 10/88)

**Computer Programmer/Analyst:** United States Information System Software Development Center, Fort Lee, VA(9/84 – 4/87)