**David B. Dowen**

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**QUALIFICATIONS PROFILE**

* Acknowledged throughout career for providing onsite, phone, and remote support for both commercial and residential 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, Javascript-Client/Server, jQuery, AJAX, Node.js, Express |
| *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 |

**Professional Trainings**

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)

**Programmer:**

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.

**NOC Analyst:**

* 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.

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

Provide level II & III telephone, remote, and on-site support for all levels of users including but not limited to installations, troubleshooting, hardware imaging, software installation, and malware remediation.

* Provide troubleshooting, problem solving, on-site and remote technical support for all levels of users
* Provide technical support for all hardware/software computer deployment and related issues
* Analyze, test, implement and support the roll-outs of new client equipment such as PC’s, laptops, VoIP phones, iPhones, and tablets
* Analyze, troubleshoot, and support all aspects of the client infrastructure, including PC hardware, software installs, and networking

**Self-Employed:** OG Computer Services, LLC (03/06 – 08/17)

Provide all levels of telephone, remote, and on-site support for both commercial and residential customers, including installations, upgrades, configuration, maintenance, troubleshooting, and repair of PC, laptop, network, peripheral, and server hardware and software. Develop automation, login, and data manipulation scripts to streamline work processes and provide an exceptional level of technical support.

* Provided project management for new client projects
* Analyzed current IT infrastructure, along with past and forecasted growth to provide clients with an upgrade path to adequately support current workloads and allow for future growth.
* Performed web site design, creation, maintenance, and hosting. Identify areas for site improvement, adding features and functionalities where appropriate to augment the client experience.
* Worked with several companies including Sony, Toshiba, Dell, and HP performing installations, upgrades, break/fix, and migrations.
* Lead the successful migration from Windows XP to Windows 7 for national chains, including Staples, UPS, A.C. Moore, and Allstate Insurance.

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**Earlier Career**

**Senior Consulting Analyst:** CMX Group (09/98 – 03/06)

Project responsibilities included organization of meetings with senior level business units, application and support teams to facilitate and create dashboard metrics in support of application issues and other related metrics for major financial institutions to create an effective communications vehicle in response to Priority 1 issues increasing productivity and cutting cost. Responsibilities include development, installation, configuration, maintenance, upgrades, and troubleshooting of enterprise systems, including wired and wireless networks, servers, PC’s, peripherals, backups, and assorted business-related software. Other project work has included Business Intelligence projects, and creation of senior level presentations.

### **JPMorgan Chase** (08/00 – 03/06)

### Responsibilities included technical support analysis to end users, developers, and other support staff during all phases of life-cycle development

### Developed site-specific scripts/code to provide data manipulation and automation using UNIX shell scripts, SAS and PERL

### Provided application Performance Analysis in support of problem resolution

### Supported software included Best/1 for Distributed Systems, and SAS/IT Service Vision

### Project Workat various Financial, Utility, and Automotive companies **(**09/98 – 08/00)

### Provided Project Management for responsible client projects

### Developed site-specific scripts/code to provide data manipulation and automation using UNIX shell scripts, SAS and PERL

### Provided Performance Analysis, Capacity Planning, and Chargeback solutions to Fortune 500 companies

### Supported software included Best/1 for Distributed Systems, and SAS/IT Service Vision

### SAS input data sources included HP Measureware, CICS6000, Netview, Oracle, SAP, and other assorted site-specific data sources

### **System Administrator:** TRW (01/98 - 09/98)

* Provided System, Network, and Database administration of a 20-user UNIX based army maintenance system.
* Installed and configured NT servers and workstations.
* Installed, configured, and integrated Oracle 7 Databases.
* Provided hardware and software support for personnel in all areas of the project.
* Installed and configured army maintenance system at nationwide sites.
* Provided project management and technical support of system installations nationwide.

### **Computer Programmer Analyst:** Cadmus Journal Services (04/97 – 01/98)

* Developed and maintained Standard Generalized Markup Language (SGML) code for 85 medical and scientific journals.
* Provided full life cycle programming support for a 2-team, 10-member distributed group using SGML, Perl, C, and UNIX shell scripts.

### **Computer Programmer Analyst**: Computer Sciences Corporation, Applied Technology Division (07/96 – 04/97)

* Provided System, Network, and Database administration of a 50-user UNIX based army maintenance system.
* Installed and configured NT servers and workstations.
* Installed, configured, and integrated Oracle 7 Databases.
* Provided hardware and software support for personnel in all areas of the project.
* Installed and configured army maintenance system at nationwide sites.
* Provided project management and technical support of system installations nationwide.

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### **Partner:** Comtech Connections, Inc. (02/96 – 06/96)

* Configured and partitioned Mail and News Servers.
* Installed and configured dial-in ports; coordinated T-1 installation.
* Configured and implemented system security.
* Provided end-user software support.
* Acted as liaison with local businesses and educational institutions regarding Internet connections, web page design, and web advertising.
* Assessed and evaluated client systems and prepared bid submissions.
* Provided Project Management for new client web sites.
* Created HTML for commercial web pages.
* Designed and created corporate sales materials.

### **Senior Programmer:** Computer Sciences Corporation, Applied Technology Division (10/88 – 02/96)

* Designed and implemented client solutions. Supervised junior programmers, debugging, testing, and documentation.
* Dispatched to Saudi Arabia during Operation Desert Shield/Storm to provide technical support for PC-based army logistic systems.
* Successfully installed an automated system for Convoy Movement and data communications systems.
* As a member of the Software Engineering Team, tested and evaluated new software packages for the Sperry 5000.
* Developed and maintained a supervisor level menu system utilizing specialized windows based subsystem.
* Created standard logging utility for system communication processes.
* Performed systems performance testing of the Nighthawk 4402.
* Developed new specialized army communication services required transferring data between hardware platforms.
* Utilized functional guidance and developed technical designs for the Standard Army Retail Supply System (SARSS 2A/2B).
* Coded and tested application processes using 4GL and SQL on a Sperry 5000 in a UNIX operating environment.
* Member of the SARSS2A-Div Development Team. Applied functional guidance to develop technical designs.
* Coded and tested application processes using COBOL and a specialized army screen management interface subsystem running on a Unisys B-28, in a BTOS environment.
* Designed batch processes to read and write data cartridges between Sperry 5000 and Unisys B-38. Worked on system changes in response to user-identified problems for the Standard Army Ammunition System Level 4.
* Designed interfaces between Unisys and MS-DOS applications.
* Developed training guidelines and materials, and provided training to other team members in the extension of the Standard Army Maintenance System (SAMS) Levels 1 & 2.
* Tested, identified, and modified components of the SAMS Conversion module to conform to changes in the production system.

**Microcomputer Data Specialist:** COMARCO/International Business Services (06/87 – 10/88)

* Installed and diagnosed software problems on military computer systems.
* Analyzed, resolved, and documented software problems for all modules of a large database management system to record logistics and administrative transactions in U.S. Army maintenance units.
* Operated conversion and extension modules, determined computer requirements, and applied techniques to telecommunicate and download maintenance data. At international operating sites, accomplished data conversions and downloads from Honeywell Level 6 mini-computers through a telecommunications interface.
* Installed and analyzed hardware, software, and related interfaces with other systems (Tandy Model 16, IBM PC Compatibles and other TACCS).
* Solved hardware and software problems during user training and monitoring.
* Served as technical advisor during system pre-implementation surveys.

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### **Computer Programmer/Analyst:** United States Army Information System Software Development Center (08/84 – 04/87)

* Designed, developed, modified, tested, and implemented BTOS improvements to enhance user friendliness of TACCS applications for the U.S. Army.
* Served as Senior Technician and advisor to the SAMS team leader.
* Trained superiors and subordinates in operation and maintenance of system and related software.
* Assigned work to team members, reviewed work for accuracy, and provided technical guidance as needed.
* Supervised and evaluated military subordinates.