

TECHNICAL IMPLEMENTATION ENGINEER ♦ TECHNICAL ENGINEER

Customer-driven and detail-oriented technical engineer equipped with over 10 years of progressive technology, development, scripting, network and database experience; delivering exceptional software implementation and optimization projects on time and under budget. Offer significant expertise implementing SaaS applications and SQL databases, coding, testing, deploying and troubleshooting software. Possess unique talent for liaising with clients, understanding complex intricacies of technical operating environments, and developing new solutions to improve existing operations with minimal impact to core users.

AREAS OF EXCELLENCE

Consulting ♦ Needs Assessment ♦ Network Administration ♦ Software Development ♦ Code Refactoring ♦ Implementation ♦ Technical Support ♦ Deployment & Migrations ♦ Client Relations ♦ Responsive Design
Scripting Experience: VB ♦ JavaScript ♦ SQL ♦ HTML ♦ CSS ♦ Bootstrap ♦ jQuery ♦ PHP ♦ JAVA ♦ Python
Database Experience: SQL Server ♦ Oracle ♦ PostgreSQL ♦ MySQL
Tools and Other Experiences: JIRA ♦ XML ♦ Atlassian ♦ GIT ♦ GitHub ♦ ETL ♦ REST API ♦ VMware
♦ Salesforce.com ♦ Apache ♦ UI/UX ♦ JasperReports/iReport

CAREER TRACK

PeopleGIS. ♦ Wakefield, Massachusetts

Dec. 2019 to Present

Project Implementation Manager

Onboard new clients and work closely with client contacts to ensure a smooth and successful implementation of the PeopleGIS web based suite (SaaS). Conduct requirements gathering meetings, perform gap analysis, create design specifications, create implementation project plans and perform implementation. Post-implementation activities include conduct client training and performance assessment with the goal of both short and long-term success with the software. Periodically follow-up with clients to ensure continued success, satisfaction, and growth.

- ♦ Provide production support to all clients; quickly and efficiently close all requests within SLA limits
- ♦ Write PostgreSQL stored procedures to support GIS Map layers, Jasper Reports and client business requirements
- ♦ Perform custom UI configurations using HTML, CSS, jQuery and JavaScript to satisfy client business requirements.

Vestmark, Inc. ♦ Woburn, Massachusetts

Jan. 2016 to Nov.2019

Implementation Engineer

Member of the implementation services team, responsible for all aspects of execution and delivery for new client implementations. Significant client contact and coordination with internal operations and technology teams to implement and service new clients. Work with clients to develop and manage the implementation plan, including platform configuration, custom integrations, data conversions, custom configuration and testing.

- ♦ Technical and functional analysis of customer implementation and integration requirements.
- ♦ Documentation of implementation requirements and expected effort.
- ♦ Configuration and setup of the managed accounts (SaaS) platform.
- ♦ Proactive identification of issues such as: scope changes, and progress against project plan.
- ♦ Management of client expectations utilizing excellent communication skills.
- ♦ Provide technical support during and post implementation and deliver superior customer service.
- ♦ Build custom features using HTML, CSS and JavaScript to support customer business requirements.

Philips Healthcare ♦ Andover, Massachusetts

May 2011 to Jan.2016

Product Support Engineer

Provide 3rd-level support to 2nd level support engineers, end-users and administrators of Philips browser based imaging products via phone, e-mail and interactive web support. Competently and quickly determine root cause of problem and provide problem resolution using available tools and knowledge of the Philips system while providing the highest level of customer satisfaction. Problems can range from SQL and database issues to network and storage issues to software or configuration issues. Create test systems using VMware to mimic customer environments to allow for research on critical, one-of-a-kind issues. Work as a liaison between software engineering and marketing to document known issues and resolutions. Conduct on-site diagnostic sessions and re-installations of software to correct additional software anomalies.

- ♦ Responsible for resolving application upgrade issues for all customers: world-wide.
- ♦ Created SQL scripts for data validation and issue identification.
- ♦ Authored knowledgebase articles for the various application related issues, which results in a quicker resolution.
- ♦ Created tools using VB and SQL stored procedures to execute frequently performed tasks to increase overall productivity of level 3 support engineers and allow them to close customer support cases more efficiently.
- ♦ Work with engineers to identify UI bugs, design solution and implement fixes using HTML, CSS and JavaScript
- ♦ Lead biweekly conference calls to discuss issues, cases, problems or topics of concern with other team members and level 2 support engineers.

Scribe Software ♦ Bedford, New Hampshire

Feb. 2010 to May 2011

Technical Support Analyst

Support customer needs via web sessions, phone, or email, actively identifying and resolving issues ranging from SQL stored procedure and syntax matters to improper configurations. Escalate irresolvable issues to development team and document process leading to customer issue in detail to enhance existing knowledge base. Reproduce specific issues in testing environments and document steps to reproduce issues for development team. Update customers regarding solutions and hot fixes to restore full system functionality.

- ♦ Reduced number of calls transferred to 2nd-level support by training Level 1 tech support to understand and troubleshoot formula syntax issues.
- ♦ Successfully closed 98% of cases within SLA timeframe, and 85% of cases within 8 hours.

CIBER, Inc. ♦ Woburn, Massachusetts

Mar. 2006 to Feb. 2010

Siebel Consultant

Configured Siebel's web based application per technical specifications laid out by business analysts for specific client needs. Partnered with end users to evaluate how clients were using Siebel and how best to improve system performance. Performed needs assessments, acquired user requirements, created technical specification documents, wrote code, devised test plans, implemented bug fixes, and completed test plans to enhance customer satisfaction and overall system operability. Provided end-user training on new versions of software. Evaluated production issues during on-call rotation and identified origin of problems as they arose. Interviewed new offshore team when hired and coordinated efforts of team when in place.

- ♦ Completed and implemented all development tasks (coding, testing, bug fixing) on time and with minimal defects.
- ♦ Met or exceeded all customer expectations by creating and executing efficient test scripts, ensuring client requested changes were completed as expected.
- ♦ Provided level 2 and level 3 on-call production support for all issues related to the Siebel application.
- ♦ Resolve production issues in the time frame stated in the SLA, based on the severity of the issue.

- ◆ Senior developer/team lead on a team of 8 developers; oversee configuration and ensure changes adhere to Siebel Systems' best practices; work with team members to propose alternative recommendations when business requirements cannot follow best practices.
- ◆ Work with BA team and end users to gather and review requirements; use the requirements to create detailed design documents; advise the BA team and end users regarding technical feasibility, usability and performance concerns regarding new requirements.

Siebel Systems, Inc. (Now owned by Oracle) ◆ Merrimack, New Hampshire

Nov. 1999 to Mar. 2006

Principal Siebel Consultant – Professional Services

Traveled to customer sites for up to 9 months to analyze business processes, meet with key stakeholders, determine requirements, and rank requirements compared to application performance. Prioritized program elements and created detailed program scope and design specification documentation. Performed necessary configuration changes within Siebel's web based application environment to achieve business goals for clients. Evaluated system performance pre- and post-implementation to debug and reduce errors.

Senior Configuration Specialist – Expert Services

Partnered with clients before, during, and after installation to ensure smooth communication and clear expectations during implementation. Identified potential performance, data integrity, maintenance, or upgrade issues in advance and mitigated as necessary pre-installation. Adhered closely to existing best practices in new implementations. Completed configuration and scripting reviews before client would go live with new implementations, partnering with development team to minimize potential flaws. Traveled to client sites for installs, to support client needs, evaluate new issues, and provide solutions to client. Performed on-site training for clients to show how best to use, configure, maintain, and upgrade application.

- ◆ Accelerated Configuration Reviews by writing custom SQL stored procedures to automate repetitive tasks.
- ◆ Designated “go-to” person in Expert Services group due to exceptional grasp of issues related to industry application.
- ◆ Awarded Siebel Customer Certified Consultant award based on positive customer feedback.
- ◆ Performed custom configuration using HTML, CSS, VB-Script and Siebel Script (script language based on JavaScript)

PricewaterhouseCoopers, LLP ◆ Manchester, New Hampshire

Jun. 1997 to Nov. 1999

Senior Consultant

Developed customized applications for clients utilizing PowerBuilder or Visual Basic for GUIs and Oracle or SQL Server for DBs. Coded, tested and implemented stored procedures and triggers in SQL Server and Oracle DBs (Utilized PL/SQL in Oracle DB). Analyzed operational tendencies and business processes then created appropriate responses to maximize efficiency and usability within programs. Learned ASSEMBLER and COBOL to code changes for Y2K into mainframe.

EDUCATION ◆ TRAINING ◆ CERTIFICATIONS

Master of Science in Computer Information Systems**Bachelor of Science in Business Administration**

Southern New Hampshire University ◆ Manchester, New Hampshire

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| ◆ VMware vSphere: Fast Track V5.0 | ◆ JavaScript and jQuery for Web Development |
| ◆ PHP & MySQL for Web Development | ◆ HTML, CSS and Bootstrap for Web Dev |
| ◆ Java: Hands-On Introduction | ◆ Comprehensive DICOM and HL7 |
| ◆ Perl Programming Introduction | |