

PATRICK J. DALTON

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SENIOR APPLICATION SUPPORT ANALYST - AMERICAN HOSPITAL ASSOCIATION

JANUARY 2019 TO PRESENT.

Introducing and maintaining flexible and sustainable solutions that fulfill requirements while minimally impacting concurrent business units' operations. *Most Utilized Skills: Microsoft SQL Server, IIS, HTML, XML, XSL, JavaScript, CSS.*

- Building / maintaining complex SQL queries / stored procedures / functions
- Designing and developing clean and intuitive user interfaces for web-based applications
- Leading projects in the role of project manager and/or technical lead
- Developing, debugging and deploying code
- Authoring and maintaining detailed database and API documentation
- Providing advanced support to end-users
- Participating in the internal change control processes

WEB APPLICATIONS DEVELOPER - B.P.O.E. USA

SEPTEMBER 2015 TO JANUARY 2019.

Building, deploying, and maintaining a broad array of web applications within the network of the BPOE, a nation-wide philanthropic membership organization. *Most utilized skills: MS SQL, ColdFusion, JavaScript, jQuery, CSS, Foundation, HTML.*

- Building and maintaining large-scale web-based applications
- Gathering requirements, documenting functional specifications
- Refactoring and modernizing old code

APPLICATIONS SYSTEMS CONSULTANT - NATIONAL ASSOCIATION OF REALTORS

JUNE 2014 TO SEPTEMBER 2015

Worked as both a project manager and developer for CCIM's national chapters. Provided technical direction and delivery of customized web-based solutions. *Most utilized skills: Drupal, PHP, CSS, HTML, JavaScript, Bootstrap.*

- Gathered and analyzed the technical needs of various chapters of the CCIM Institute
- Built customized solutions tailored to each chapter's specific needs
- Maintained and supported customers throughout the project's lifecycle

DIRECTOR OF TECHNICAL SUPPORT - NEONCRM

NOVEMBER 2010 TO DECEMBER 2013.

Directed the vision and strategy for customer support at NeonCRM. Directed, mentored and motivated a group of talented customer support agents. *Most utilized skills: ZenDesk, JIRA, MySQL, PHP, Apache Tomcat, Perl, Bash.*

- Building utilities for analyzing internal performance, peak submission times, resolution cycles
- Extensive technical consulting and client management
- Managing a team of support agents

TECHNICAL SUPPORT ENGINEER - NEONCRM

JUNE 2009 - NOVEMBER 2010.

- Diagnosed client-reported issues; fixed them quickly and accurately
- Identified the scope and impact of reported issues; relayed priority and urgency to developers
- Strived for the simple and clear communication of often technical and sometimes abstract ideas
- Pinpointed data issues through server logs, SQL queries

COMPUTER TECHNICIAN CONCORDIA UNIVERSITY

APRIL 2006 – MAY 2009

- Software & hardware troubleshooting
- Data recovery and hardware repair

EDUCATION

CONCORDIA UNIVERSITY, COMPUTER SCIENCE. 2006-2009

ST. IGNATIUS COLLEGE PRP., 1999 - 2003