Evan Rowe

Senior Application Support Analyst

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SKILLS

- Advanced Troubleshooting
- Technical Leadership
- Project Management
- Performance Optimization
- Strategic Planning
- Automation
- Security Best Practices
- Stakeholder Communication
- Incident Management
- Continuous Improvement
- Vendor Management
- Regulatory Compliance
- Cross-Functional Collaboration
- Customer Service Excellence
- Technical Documentation
- Operating System Proficiency
- Virtualization
- Cloud Services
- Business Intelligence
- Networking and Security
- Development Environments
- Server Management
- Database Administration (SQL, Oracle)
- Email Servers
- Web Server Management
- Application Support
- Web Technologies (XML, JSON, SOAP, RESTful API)

With 14 years of dedicated service in the Air Force, I have honed a profound passion for technology and a diverse skill set. My expertise lies in elucidating complex technological products to individuals with varying levels of technical proficiency. My experience encompasses a broad spectrum, from adeptly troubleshooting applications to leading 400 troops with strategic finesse. I possess a demonstrated ability to multitask, navigate problem-solving with agility, and drive initiatives to successful outcomes. Resilience is at the core of my professional ethos, ensuring that I persist and thrive in the face of any challenge.

EXPERIENCE

Fiserv - *Technical Consultant III - DNA UX Field Technician (Contractor)*

September 2023 - March 2024

- Deployed a new software package (DNA UX) to existing financial institutions.
- Created robust documentation repository for implementation teams - leading to increased communication, efficiency, and a 10% increase in CSAT with our newly onboarded clients.
- Coached and led the technical field team to ensure alignment and collaboration amongst the team so clients received a consistent experience in their first 90 days.
- Utilized organizational tech stack along with financial industry skillset to identify, troubleshoot, report, analyze, and improve software configurations for clients within given SLAs. Used this data to ascertain a 60% rate of field tech feedback being input into product roadmap.
- Configured client environments to be consistent and fully-functional with out-of-box expectations, but also created custom configurations to ensure client requirements are met.

Bizagi - *Software Support Engineer*

May 2020 - May 2023

- Collaborated with Product and Dev teams to resolve issues identified within all versions of Bizagi, ensuring that customer feedback is channeled and actionable.
- Identified and resolved critical bugs in customer environments by deploying targeted patch packages.
- Determined precise UI issues within web applications using browser console diagnostics, enhancing user experience.
- Ensured data integrity and continuity by proficiently managing SQL and Oracle database backups and restoration, both on premise and in the cloud.
- Served as the primary liaison for all United States Federal (FedRAMP) customers, ensuring streamlined communication and top-tier support.
- Developed, published, and updated a comprehensive library of knowledge articles, empowering internal and external stakeholders with valuable insights and solutions.

William Hill - *Application Support Analyst II*

February 2019 - March 2020

- Streamlined maintenance and administration of databases across 7 states engaged in sports betting operations, ensuring seamless functionality.
- Generated comprehensive transaction and historical reports facilitating inter-departmental collaboration, providing critical insights into customer service statuses.
- Executed intricate SQL queries to efficiently update databases, optimizing system performance.
- Performed in-depth analysis of system logs to swiftly identify and address root causes of disruptions and outages, minimizing downtime.
- Verified user data integrity to validate wagers and promptly submit details to Gaming Commissions, ensuring regulatory compliance.
- Proactively monitored betting engine health and system processes across diverse Windows, Linux, and OpenVMS platforms, ensuring uninterrupted operations.

Agilysys, Inc - *Solutions Support Specialist*

August 2017 - January 2019

- Developed comprehensive training curriculums for DataMagine, equipping Level 1 technicians with the skills to efficiently triage and deliver basic support for essential tasks, enhancing overall service quality and customer satisfaction.
- Expertly restored databases and performed SQL table edits to rectify data corruption issues, ensuring data integrity and minimizing disruptions to operations.
- Efficiently managed ODBC connections for multiple properties, guaranteeing accurate data transmission and storage in appropriate databases, thereby optimizing data management processes.
- Collaborated closely with the Dev Team to drive customer success through tailored configuration modifications, addressing enhancement requests, resolving bugs, and implementing customized code changes across various operating systems and environments, fostering customer satisfaction and loyalty.

United States Air Force - *Systems and Network Administrator*

November 2001 - July 2014

- Led the installation and maintenance of robust local area network (LAN) and wide area network (WAN) media distribution systems, overseeing interior wiring for seamless connectivity.
- Demonstrated proactive leadership by monitoring network status, swiftly identifying and responding to outages and threshold alerts, ensuring uninterrupted operations and minimal downtime.
- Exercised decisive leadership in providing 24/7 network security and firewall management for a vast infrastructure comprising over 65,000 computer systems across two distinct networks, enhancing data protection and confidentiality.
- Distinguished service in Iraq, where promoted to and excelled as the shift lead for the Multi National Corps Help Desk, providing essential support for three separate networks serving 135,000 end users, enhancing operational efficiency and mission readiness.
- Appointed as Boundary Protection Technician, exhibiting expertise in network security protocols and firewall management, meticulously managing firewall ports on a case-by-case basis to uphold stringent security standards.
- Demonstrated proactive leadership in monitoring network activity and investigating frequently visited websites for potential security threats, implementing measures to block unauthorized access and safeguard network integrity.