

Stephanie Daugherty

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Skills

Applications

Microsoft Office (95, 97, 2000, 2003, 2007), Microsoft Exchange, Lotus Notes, Bugzilla, Microsoft SQL Server, RSA ACE Server

Platforms

Windows (7, Vista, XP), Linux, MacOS X

Programming

PHP, Perl, Shell, Python, Git, Mercurial, Subversion

Hardware

PC Desktop and Laptop, Macintosh

Telecommunications and Networking

Asterisk, Avaya CMS Supervisor, Nortel Meridian PBX, TCP/IP, Nortel Contivity VPN

Mobile Devices

Android, Blackberry

Work Experience

Assistant Manager at Vaporware, LLC / Volcano Vapor Cafe and Lounge (2012)

- Maintained store inventory by conducting physical inventories, preparing orders for suppliers, and using store computer systems.
- Assisted customers with product selection and technical issues with Electronic Cigarette product line.
- Successfully executed a project to transition store point of sale system from Microsoft Dynamics to OpenBravo POS.

Technical Support Agent at WDS Global (2009-2010)

- Provided advanced technical support for mobile telephone and wireless data devices including RIM Blackberry, Windows Mobile, Palm, and Android handsets.

- Assisted customers with other issues such as billing, plan selection, and/or feature selection as necessary to achieve first call resolution and match customers with appropriate services.

Technical Support and Field Service Engineer at Compumedics USA Ltd.,
(2008-2009)

- Provided telephone and onsite support for Compumedics line of sleep monitoring hardware and software.
- Provided installation services for sleep laboratories.

Help Desk Support Analyst at Spherion (2005-2006)

- Assignment at Genworth Financial
- Provided support for mortgage insurance associates (~2200 users) across North America and Europe.
- Sole primary support point of contact for European mortgage insurance associates (~400 users).
- Supported a wide range of applications from standard office applications to internally developed underwriting and document imaging applications.

Other Experience

- Participated at various times with QA and support activities with Mozilla since 2007, including bug days, test days, and bug triage.
- Cofounded the Abusive Hosts Blocking List, a now-defunct aggressive DNSBL with a focus on rogue and uncooperative internet service providers.
- Activist and community organizer working towards various social and environmental justice causes.
- Other jobs held have included customer service, retail sales, waitress, and short order cook.

Certifications

CompTIA A+ Certified Professional