

# SCOTT PERCY

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## CLIENT-DRIVEN APPLICATION SUPPORT ANALYST

Client-driven, highly technical support. Activity contributes to organizational structured change management processes, client-driven effective and efficient technical solutions. Excellent communication, troubleshooting and leadership skills while working in an agile team environment.

Capability to rapidly learn new technologies, adapt to a diverse portfolio with constant changing priorities. Deep-rooted knowledge of geologic & well databases, seismic data loading, Petrophysical and GIS systems. Develops and enhances workflows and application productivity for end users by implementing new global standards, reducing errors, improving time, increasing workflow efficiencies providing cost savings.

## TECHNICAL SKILLS

**Geological Applications:** Petrel, Studio Manager, ESRI ArcGIS, Geoframe, Petrel Plugins, Blueback Toolbox, Log Data Toolbox, RT data servers Interact or Kongsberg Sitecom, RokDoc, VoxelGeo and Geology

**Other:** GIT, GitHub, Slack MS Office products, SharePoint, OneNote, HP Remote Graphics Software (RGS), Team Foundation Server (TFS), Azure DevOps (ADO) Boards, Tricentis Tosca, Amazon Web Services (AWS)

**Methodology's:** Agile principles and methodologies (Scrum, KanBan); Disaster Recovery

**Languages:** SQL, PL/SQL, HTML, CSS

**Operating Systems:** Windows, Linux/Unix

## PROFESSIONAL EXPERIENCE

### EXXONMOBIL CANADA EAST, St John's, NL

#### Upstream IT – Geoscientist (User Support Geoscientist) (2006 — 2020)

Lead multiple geoscience software rollout, coordinating training, managing timeline, collaborating with ExxonMobil central support. Interacting with Geoscience community on timing, training, and project management.

Delivered client-driven site end user technical support for geoscience community. Collaborating with Incident Management Team, Problem Management Team, and other support groups to drive overall incident and problem management, root-cause analysis, problem diagnosis, and error correction. Point of contact for any geoscience software.

Curriculum development and training: Designed technical manuals, FAQ's, and training documents. Directed software rollouts locally and contributed to planning and execution of software rollout globally within ExxonMobil. Offered one-on-one and group training on geoscience applications.

Actively contributed during multiple disaster recovery test for St John's. Presented testing plan for DR test and executed testing of critical geoscience application and data. Provided interactive feedback with multiple functions within IT organization during testing.

Knowledgeable geoscience data loader (seismic and well data). Executed data quality management (DQM) processes, documentation of data & metadata standards and processes. Lead geoscience well and seismic database for ExxonMobil Canada East – St John's. Built Petrel projects considering the Studio environment characteristics and best practices. Utilized tools in Studio Manager and Petrel to improve data quality. Designed, executed, and optimized QA/QC procedures and data delivery workflows in Petrel environment.

Partnered closely with software developers to maintain testing process for the EM proprietary software products, operating within the Scrum development framework. Usage of Azure DevOps Boards and TFS to report bugs, developed tasks and product backlog items (PBI). SharePoint to communicate software release notes and technical documentation.

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User workflows: Analyzed Petrel project data, interacting with users to build, establish and grow efficiencies in workflows. Generated automated workflows to increase productivities and provided increased time for analysis driving cost saving.

## ADDITIONAL RELEVANT EXPERIENCE

### IHS Energy, Calgary, AB

#### Data Analyst, Data Management Services (2006)

Develop program specifications for data management initiatives and projects, delivering data analysis, project documentation. Performed quality control and problem-answering analysis on DMS databases resulting in reporting and clarifying of problems. Recommendations and specifications for database enhancements and new database initiatives. Responded to client concerns and requests.

### Divestco Inc., Calgary, AB

#### GIS Software Support Analyst (2002 — 2006)

Delivered technical support (Help Desk) and field support (installation, and troubleshooting windows operating systems, printing and other problems related to software) for Divestco's suite of PC-based software products to retrieve, manipulate and process well bore, production, and engineering data used in oil and gas. Prepared and package finished software products and data for delivery to clients Including creating shapefiles utilizing SQL scripts for Divestco's and third-party vendors data sets including IPL, GDM and MRDB land deploying oracle scripts. Collaborated closely with client Database and Network Administrators to plan and execute server software installations and desktop deployment for client.

## EDUCATION

**University of Toronto School of Continuing Studies (UofT SCS) – Coding Boot Camps (Part-Time) – Completion Date Sept 28,2021**

**BSc. Honours, Earth Science**, Memorial University of Newfoundland, St John's, NL

**DIPLOMA PROGRAMME IN INFORMATION TECHNOLOGY**, Memorial University of Newfoundland, St John's, NL

## PROFESSIONAL DEVELOPMENT

### Certifications

Automation Specialist Level 1 for Tricentis Tosca 12.x      Automation Specialist Level 2 for Tricentis Tosca 12.x