

SHANE SVELLER

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OBJECTIVE	Turn technical/account/customer service issues or questions into an opportunity to delight your users by using a friendly, knowledgeable and personal approach
QUALIFICATIONS	<ul style="list-style-type: none">• Programming Languages – C++, Java, Ruby, C#, JavaScript• Operating Systems – Windows XP/Vista/7/8, Windows Server 2000/2003/2008, Apple OSX 10.4-10.8, Ubuntu/Debian Linux• Experienced hardware technician / end-user software support• Excellent written and verbal communication skills
GENERAL/ACADEMIC EXPERIENCE	<ul style="list-style-type: none">• Java/C++/Go development, beginner• Elixir/Clojure development, beginner• Ruby 1.8/1.9/2.0 development, intermediate• Data-driven website development using Ruby on Rails, beginner• Ruby on Rails deployment using Passenger, Thin, Unicorn or Heroku, beginner• Website front-end development using JavaScript/jQuery, beginner• Revision control/source code management with Git, intermediate• Virtualization of desktop operating systems using VMWare/VirtualBox, beginner• LAMP (Linux/Apache/MySQL/PHP) server administration, beginner
PROFESSIONAL EXPERIENCE	<p>Technical Support Specialist TechSmith Corporation Okemos, MI May 2012 – Present</p> <ul style="list-style-type: none">• Provide effective technical support/training, in a timely, professional manner• Improve support self-service by adding/maintaining content to our knowledgebase• Proactively share information to the rest of the support team and TechSmith overall• Become an expert in TechSmith software, known issues and available documentation• Continuously improve personal and team workflows through tools and techniques
	<p>Assistant/Sole-Acting Systems Administrator H-Care/Hurley-Binson's Medical Equip. Flint, MI Jun 2006 – July 2011</p> <ul style="list-style-type: none">• <i>(2009-2011) Served as only permanent on-site IT staff for entire company, with support from a consultant for complex projects or unfamiliar technology</i>• Maintain 11 physical servers including 3 PowerVault SAN servers as well as 24 Hyper-V virtualized servers• Maintain software infrastructure (Microsoft Active Directory, Exchange Server 2010, ISA Server 2006, SQL Server 2008, SharePoint, Hyper-V)• Select, configure and order new/replacement PC equipment from vendors• Support 75+ computer-using employees across 4 branch offices• Troubleshoot end-user software/hardware problems, including some on-site repairs• Maintain network hardware (unmanaged switches, wireless APs, VPN routers)• Maintain networked consumer-grade laser printers and distribute printer supplies
EDUCATION	Associate's Degree, General Studies Mott Community College, Flint, MI - April 2011
	Bachelor's Degree, Computer Science (In Progress) DePaul University, Chicago, IL – Sept. 2005 - Present, continued elsewhere