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|  | Tracy Mann  Technical Team Lead |  |

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| Contact 309 Karsten Creek Dr.  (864) 505-0724  trmann70@hotmail.com | Profile Highly skilled results driven professional with extensive experience in support of information technology applications. Proven ability to access and manage complex obstacles while providing service delivery excellence, customer satisfaction focused, a strong troubleshooter and team player. Successful in intense and demanding environments, providing decisive team leadership and structure with a track record of motivating, and developing his team. |
| Education SUNY at Alfred State  Alfred, NY  Associates of Science in Business Administration Transfer 1992-1994  SUNY at Buffalo  Buffalo, NY  Classes: Data Structures, Business Productivity, Marketing  1994-1996 | Experience 1988-1992  Senior Traffic Identifier • EW SIGINT Analyst (MOS: 98C) • U.S Army  Maintained a Top-Secret SCI security clearance. Led a team of 8 Traffic Identifiers in day-to-day operations for 24x7 on position coverage. Analyzed, categorized, and reported on enemy signals intelligence information. Awarded an Army Achievement Medal for actions during Desert Storm.  1998-2001  Analyst • Retail Helpdesk • Tops Markets, LLC a Division of Ahold.  Worked alone on the night shift working to support 80+ retail applications used at the stores with a focus on first call resolution.  2001-2007  Developer • Retail Support Team • Ahold Information Systems  2007-2011  Developer • IBM WebSphere Portal Support Team • Electronic Data Systems/Hewlett Packard (Ahold Account)  2011-2015  Developer • Web Run Support Team • HP/Hewlett Packard for the Enterprise (Ahold Account)  2015-2019  Developer • Copient Change Team • HPE/DXC Corp. (Ahold Account)  Plan, deploy, test, and implement Copient vendor upgrades/changes.  2019-current  Technical Team Lead • Copient Run Team • DXC Corp. (Ahold/Delhaize) Lead a team of 6 Support Analysts for 24x7 coverage. Ensure the team has the technical skill, access, and training to perform their jobs. Guide the team to appropriate technical solutions to production issues. Escalate issues that require additional external team support. |
| Key Skills Team Leadership  Organization and Planning.  Troubleshooting and Analysis of Issues and Problems  Windows/Unix/Linux Server, Java, XML, HTML, Korn Shell Scripting, Visual Basic, Enterprise Marketing Software Support (Copient and EME), Retail Applications Software Support (Store Ordering, Payroll), IBM WebSphere Portal Support | Communication [You delivered that big presentation to rave reviews. Don’t be shy about it now!  This is the place to show how well you work and play with others.] Leadership [Are you president of your fraternity, head of the condo board, or a team lead for your favorite charity?  You’re a natural leader—tell it like it is!] |
|  | References [Available upon request.] |