

Won Takemura

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Employment in with an organization in the information technology services field.

Authorized to work in the US for any employer

Work Experience

Release Engineer II

HealthSparq - Lewisville, TX

September 2015 to February 2017

- Technical support Windows Servers hosted locally and Rackspace
 - Webservers - Windows 2008/2012 - IIS 7
 - Database Servers - Microsoft Windows 2008/2012 - Microsoft SSQL 2012
- Production support for webhosts and associated client sites
- Test and QA environment support
- Technical support Windows Servers (OS and Team Foundation Server) for web development team
 - Patching, backups, access management
 - Web application release management
- Build and maintain Windows servers in Rackspace cloud
- LDAP User Administration
- Client Data Support - SFTP Services

Onsite IT

- Network connectivity
- IT Asset Management
- Printer support
- Infrastructure - update and maintenance support

Technical Quality Advisor / Sr. Systems Integration Engineer

FedEx Services / FedEx Office / Kinko's

13155 Noel Rd Suite 1600

Dallas, TX 75240

Office Document Solution Services

Quality Assurance - Technical Quality Advisor

FedEx Services - Dallas, TX

March 2011 to August 2015

Job Role

- Lead SME for IT Test environment: resource oversight: day-to-day operation

- Test Lab Office Print Centers - Windows server and clients, Cisco network
- eCommerce / Print Online - Solaris/Linux hosts, Oracle WL
- Maintain test data as required by multiple business and IT teams - Oracle, Squirrel SQL Developer

Key Project Roles

Offshore Test Lab - Office and Print Center Implementation

- Initiated and led to completion project to deploy test lab Office Print Centers at offshore testing services vendor location in Bangalore, India.
- Project Management - internal and external vendor teams from network engineering and information security
- Hardware specification and acquisition for offshore deployment - Cisco, HP
- Hardware and software implementation - process development and execution of customized build method

Quality Assurance Reporting Portal

- Managed contract developer to implement custom Windows SharePoint portal for management test execution status and management reporting
- Custom workflow development and maintenance - SharePoint Developer 2000

Sr. Systems Integration Engineer

FedEx Services - National Fulfillment Center - Dallas, TX

February 2010 to February 2011

- Support for integration and deployment of 3rd party technology solution NFC Proof of Concept for distributed printing
- Electronics for Imaging - Fiery Central, PACE
- Development and implementation of end user support and vendor escalation processes
- Development and execution of test processes including test environment configuration and maintenance
- Test case development and execution
- Engagement with other FedEx Services development and support teams as required to support integration of NFC systems into existing infrastructure

Sr. Systems Integration Engineer

FedEx Services - Corporate Revenue & Tax Systems

December 2008 to February 2010

- Support of credit card processing systems for 1800+ retail locations
- Integration testing and implementation of software and configuration updates
- ACI - Postilion eSocketPOS and Payment Switch
- Development and implementation of support processes to enhance customer service and management reporting using Salesforce

Engineer - 3rd Level technical support

FedEx Office - Express Systems

March 2005 to December 2008

- Support ExpressPay self-serve point-of-sale
- SME for copier and printer integration
- Integration testing and implementation of software and configuration updates
- Development and implementation of support and test processes
- 3rd Level technical support

Production Systems Development

FedEx Office - Xerox, Canon, HP

May 2002 to March 2005

- Testing and qualification of digital output devices printers, multifunction devices, wide format systems: Xerox, Canon, HP
- Development and documentation of systems installation, configuration, and usage guides
- Design and implementation of system test process

Document Management Systems Analyst

Xerox Corporation - Miami Lakes, FL

January 1997 to May 2002

33016

Document Solution Services

- Development and documentation of system requirements, installation, configuration, and support procedures for digital production printers
- National account team member responsible for direction and support of network systems analysts across the U.S.
- Local support of direct and agent sales organizations providing network solution consulting
- On-site configuration and implementation of LAN-based document production and management systems
- Maintenance of internal office demonstration servers and LAN

Education

AAS in Electronics Engineering Technology / Honor Graduate

Metropolitan Community College - Omaha, NE

March 1987 to May 1991

Skills

LAN, Linux, Microsoft SharePoint, Offshore, Process Development

Certifications/Licenses

CompTIA Network+

February 2018 to February 2021

CompTIA Network+ is a vendor neutral networking certification that is trusted around the world. It validates the essential knowledge and skills needed to confidently design, configure, manage and troubleshoot any wired and wireless networks. CompTIA Network+ certified individuals are in-demand worldwide.

Additional Information

SKILLS:

Information technology and services professional with over 25 years of experience in multiple facets of the field.

- Analytical skills: Expert problem isolation and analysis ability. Adept at acquiring the technical details of information systems and applying the data acquired to develop a strategy to resolve the issue at hand.
- Technical project management: Develop and execution of plans for implementation and support of technical solutions. IT Systems, people, process.
- Presentation and communication: Excel at presenting technical information to a broad range of audiences. Able to meet the target at their level dependent upon scope and nature of information to be communicated.
- Technology vendor relationship management: Extensive experience in the capacity as a vendor and subscriber for technology hardware and services. This includes hardware and software as well as contractor personnel, both onshore and offshore.
- New process development: Initiator and author for new processes utilized to support technical systems and their day-to-day operation and support within the business environment. Self-starter and driver for change.

TECHNICAL KNOWLEDGE:

- Microsoft Windows Server/Client
- Amazon Web Services
- Rackspace
- RedHat Linux
- Apple macOS / iOS
- VMware
- TCP/IP Networking, LAN Switching/Routing, Firewall, DNS
- SQL - Squirrel, SQLDeveloper
- RDP, SSH, telnet, VNC
- Microsoft Excel
- Microsoft Visio
- Microsoft SharePoint