

Professional Experience

Staples Contract & Commercial

Henrietta, New York

Technical Analyst

June 2006 – Present

Provide second-level technical support for the StaplesLink.com website. Investigate bugs and recurring issues, and present them to the development team. Supervise and train new technical support representatives.

- Built a database utilizing Access and Visual Basic for Applications to streamline batchloads of new users to the website
- Developed software for an IBM iSeries server to automatically credit missing items on extremely large orders

Best Times Financial Planning

Penfield, New York

Management Information Services Specialist February 2006 – October 2007

Support financial planners and support staff in the use of several proprietary programs used within the office. Troubleshoot hardware, software and network problems as they arise.

- Implemented and managed an Active Directory environment
- Supervised the migration of the company's CRM database from DBCams+ to a proprietary web-based system developed by Lincoln Financial Group

Blue Chip Logic

Saxtons River, Vermont

Freelance Consultant/Developer

January 2002 – June 2006

Install and maintain personal and corporate networks. Develop custom webpages and applications.

- Remotely administered a cluster of Linux-based servers for a web hosting company
- Developed a Point-of-Sale application and web-based inventory management system for a retail chain

Education

Rochester Institute of Technology

Rochester, New York

Computer Science Degree Program

Vermont Academy

Saxtons River, Vermont

Diploma with Distinction in Computer Science

Technical Skills

Programming Languages:

C, C#, Java, Javascript, PHP, SQL, VB .Net, VB6, VB for Applications

Standards and Frameworks:

AJAX, CSS, HTML, RSS, SOAP, XHTML, XML

Software Experience:

Access, Apache 2, Exchange 2003, IIS 7.0, Linux, Mac OS X, MySQL, Solaris
Unix, SQL Server 2003, Windows Server 2003, Visual Studio .Net, Xcode

Projects

Geologger

Java, Java Native Interface, C

Utility for Mac OS X for a GPS datalogger, communication backend written in C

Standard Data Platform

PHP, MySql, Javascript

Highly customizable, standards compliant, webpage framework

Instant Messenger Client and Server

Visual Basic .Net, C#, SQL Server 2003

Clustered server, custom protocol and client