

Client Name

4321 Street Lane | City, ST 55555 | (555) 666-4444 | email@resumewritingguild.com

Dynamic, Results-Focused Leader Seeking Growth-Oriented Software Engineer II Role

COMPUTER SCIENCE | WEB-BASED SOFTWARE DEVELOPMENT | DATABASE ADMINISTRATION | PROGRAMMING | STRATEGIC ANALYSIS / PLANNING
AUTOMATING PROCESSES | DATA ANALYSIS | TRENDS TRACKING | TECHNICAL SUPPORT | WEB HOSTING SERVICES | TROUBLESHOOTING | SCHEMAS
PROCESS IMPROVEMENT | CUSTOMER EDUCATION INITIATIVES | WEB PAGE DEVELOPMENT | QUALITY ASSURANCE | ISSUE RESOLUTION | COMPLIANCE

Top performer with B.S. in Computer Science who makes decisions to reflect positively on IT operations success in alignment with a company's vision, values, and goals, and showcases an ability to see the "big picture" while serving in previous database administration, programming, and technical services roles. Integral leader who excels at designing new / existing database servers, analyzing data and converting for use, and developing procedures for automating data conversion processes. Out-of-the-box thinker who showcases up-to-date knowledge of IT and software engineering trends, including administering state-of-the-art database servers, performing routine maintenance, and designing or modifying database schemas.

PROFESSIONAL SYNOPSIS

NAME HOLDINGS, LLC (D/B/A NAME OF DBA)

2010 – PRESENT

NAME ENTERPRISES, INC. (D/B/A NAME OF DBA)

2005 – 2010

Data Services Manager | Database Administrator | Programmer

- Utilize broad scope of industry knowledge toward designing forward-thinking database servers within an Oklahoma City location, including analyzing incoming customer data and converting for use by machines within a manufacturing environment, as well as designing and developing procedures and software for automating processes.
- Strategically steer development of web-based software for internal users and customers, along with providing inter-office technical support for in-house software and commercial off-the-shelf software (e.g. Microsoft Office).
- Liaise among internal users (e.g. customer service, sales, manufacturing) to resolve key internal data-related issues.
- Spearhead design of new and / or modify existing database schemas for data-related applications, along with assisting in network setup / design, administering database server, and supporting technical department in R&D.
- Deliver high-quality data proofs to account manager and data files to manufacturing teams, along with converting all applications written in Visual Basic 6 to Visual Basic.NET encompassing core production and data management applications, as well as continuing to write various programs to automate processes in manufacturing.
- Incorporate mailing processes to meet postal regulations by applying comprehensive knowledge of AccuZIP 5.0.
- Provide continued suggestions and recommendations to improve quality, increase throughput, and reduce waste.

NAME COMMUNICATIONS, INC.

2004

Technical Support Representative – Tier I

- Capitalized on the opportunity to expertly identify and assist customers with technical issues regarding video, high speed internet, home networking, and telephony service, including managing high-volume customer accounts in ICOMS, creating remedy ticket for data issues, and processing any new installations and diverse service changes.
- Led targeted customer education initiatives as navigator and consultant to products, and troubleshoot service issues.
- Demonstrated proven IT experience with Remedy, ICOMS (Rumba), Aspect Phone System, CoxInfoNet, and Polaris.

UNIVERSITY OF CENTRAL STATE

1999 – 2000 | 2001 – 2003 | 2003

Computer Lab Assistant (2003)

- Contributed solid communication skills toward efficiently assisting students and professors with troubleshooting and software questions while supporting Microsoft Office, Internet Explorer, and various installed programs / tools.

Web Developer – Public Safety Department (2001 – 2003) | Student Services Department - Vice President (1999 – 2000)

- Applied sharp analytical abilities toward using HTML, scripting language, and database to develop unique web pages for the departments, including proactively supporting additional areas of computer use by fellow employees.

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PROFESSIONAL SYNOPSIS (CONTINUED)

NAME SOLUTIONS, INC.

2001

Intern

- Played a vital role in setting up, installing, and configuring domain name server for web hosting services on a Microsoft Windows 2000 Advanced Server, along with participating in the implementation of a LAN infrastructure.

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science in Computer Science (Major: Other Areas of Application)

UNIVERSITY OF CENTRAL STATE

Bachelor of Business Administration (Major: Management Information Systems)

UNIVERSITY OF CENTRAL STATE

CompTIA A+ Certified (Since 2005)

CompTIA Network+ Certified (Since 2004)

TECHNICAL SUMMARY

Tools:

Microsoft Office (Word, Excel, PowerPoint, Outlook) | Microsoft Access | Microsoft Project
Microsoft FrontPage | AppForge | MobileVB | Microsoft Visual Studio 6.0 / 2005 | .NET | VBA
Macromedia Flash | Adobe Products | Crystal Report | Remedy | Rumba | MAX | Microsoft SQL Server

Languages:

Microsoft Visual Basic | Visual Basic .NET | C | C++ | Pascal | JScript | Java
HTML | SQL | ASP | ASP.NET | ADO | ADO.NET | Visual Basic Script | JavaScript

Platforms:

Windows 2003 / 2008 Server
Microsoft Windows 95 / 98 SE / NT / ME / 2000 / XP / Vista / 7 / 8
Windows 2000 Advanced Server | UNIX | DOS | Palm OS | Mac OS 9 | Mac OS X

PROFESSIONAL MEMBERSHIPS

Member / Vice President, Webmaster Club
Member, Association for Computing Machinery (ACM)
Member, Association of Information Technology Professional (AITP)

****Excellent Professional References Provided Upon Request***