DE NON MARYLAND

Sacramento US-CA • 916-838-6355 • denontechhelp@gmail.com

With over a decade of experience as a Technical Analyst/Support Engineer I have built a reputation for my technical expertise and professionalism.

Skills

- Extensive experience with testing complex software for change request and bug verification.
- Working knowledge of .Net C#, SQL, Active Directory, Windows 8, Windows 7, Windows 2003 Server, Win NT Windows 98 Windows XP, FTP, Exchange Server, POP 3, Proxy Server, Firewalls, WAN/LAN Technologies, TCP/IP, NETBIOS, DHCP, VPN, RAS, & DNS
- An extensive knowledge of web design tools such as Dreamweaver, Photoshop , Imageready, HTML, XHTML & Flash.
- Experience with creating training documents for internal support as well as clients.
- Experienced with working with high-level executives.

May 2014 - Jan 2015

Support Engineer

RetailPro

- Test bugs for the retail software RetailPro and Prism.
- Provide bug reports to development regarding defects.
- Take a leadership role by displaying a organized precise way of working.
- Took escalation calls from RetailPro business partners.
- Created VMware/ Oracle Virtual Box Testing environment with Windows 2008, 2000, and 2003 servers.
- Used the communication skills to properly get the circumstances of the issues and replicate the problems.
- Lead with setting up a Evernote environment for information capturing and sharing.

***Technologies/Skills Used** - SQL , VMWare, Oracle Virtual Box and RetailPro POS systems.*

May 2013 - May 2014

Technical Support Engineer

Pearson

- Supporting Pearson's K-12 administration software.
- Provide bug reports to development regarding defects.
- Take a leadership role by displaying a organized precise way of working.
- Used the SalesForce system to communicate and update tickets .

***Technologies/Skills Used** - Bomgar, Windows Server 2008*

Dec 2009 - May 2013

Technical Support Engineer

Visioneer

- Support Visioneer/Xerox branded high to low-end scanners.
- Create documentation for clients and internal support.
- Test and log bugs that are recognized in the scanning software.
- Use select statements in SQL Query analyzer to examine and fix issues.

***Technologies/Skills Used** - Helpdesk , Networking, Technical Writing.*

May 2013 - May 2013

Web Developer

EHE International

- Created a web-based helpsite for their web application using Wordpress.

***Technologies/Skills Used** - Wordress, HTML5 , and SalesForce.*

Mar 2004 - Jan 2009

Technical Analyst/Trainer

Spheris INC

- Support Spheris' medical dictation/transcription program.
- Create training documentation for clients and internal support.
- Test and log bugs that are recognized by the first level support.
- Use select statements in SQL Query analyzer to examine and fix issues.
- Maintained server up-times by providing 24 hour support, 2 weeks out of each month.

Technologies/Skills Used - *Technical Writing, SQL, and QA.*

Jan 2011 - Feb 2014

BS Degree

Devry

- Took two courses in C# programming , learning the syntax and programming theory.
- Learned database basics, SQL query language and problem solving.
- Learned Linux and Windows 2008 server configuration and support.
- Learned Active Directory user policy configuration.
- Maintaining a 3.75 GPA

Consumnes River College

Learned SQL Administration and Management in a lab environment.

RetailPro Report Specialist

RetailPro

This confirms proficiency with the RetailPro reporting system.

RetailPro Applications Engineer

RetailPro

This certifies that I understand implementation and troubleshooting of RetailPro 9.

Microsoft Certified Professional

Microsoft

This certification establishes that I understand all aspects of the Microsoft Networking Concepts.