

QUALIFICATIONS Well-rounded technical skill set combined with leadership experience and effective communication abilities. Strong critical thinking and problem-solving skills. More than ten years of programming experience.

EXPERIENCE **IBM Internet Security Systems**; Sandy Springs, GA
Senior Technical Support Analyst, 2006-present; Technical Support Analyst, 2005-2006
Provided “Tier 2” customer support on the Proventia Multifunction Security Appliance, Proventia Network Intrusion Prevention System, SiteProtector management software, and many related products. Managed a small team of front-line analysts, and trained them in the use and troubleshooting of ISS products. Served as an escalation point for especially complex or difficult issues. Established relationships with personnel in EMG, Development, and X-Force. Became proficient at technical troubleshooting, critical thinking, personnel management, technical communication, creative problem solving, conducting effective training, managing stress, resolving disputes, and addressing multiple issues concurrently.

Achievements: By implementing individual spot-training and developing a weekly incident review process, reduced the time-to-close for Proventia M tickets by 50% while also increasing customer satisfaction. Simplified troubleshooting of Proventia appliances by creating ProvEdit, a support file analysis tool which has been installed by more than 500 ISS personnel worldwide. Created a volunteer beta review team and a centralized update distribution system, and provided training and documentation for each new program revision. To reduce the number of incorrect hardware RMA shipments and decrease the amount of work required to process an RMA, created ProvSerial, an ISS serial number decoder and entitlement checker. Maintained contact with those involved in RMA processing to ensure the tool output remained accurate.

Microelectronics Research Center, Georgia Tech; Atlanta, GA
CMOS Process Technician / Website Administrator, 2002-2005
Worked as a web developer and Linux system administrator during my cooperative work assignment. Mastered web applications development and learned to apply problem-solving skills to unusual situations.

Achievements: Created a collection of web pages to automate the mask request process and reduce submission errors. Reduced equipment downtime by creating a tool to automatically analyze data files and predict failure conditions; as part of this, manually reverse engineered a proprietary binary data format.

EDUCATION **Georgia Institute of Technology**; Atlanta, Georgia
Bachelor of Science in Computer Engineering; Major GPA: 3.19; Deans List

Georgia Tech Lorraine; Metz, France
Study Abroad participant, Summer 2003, Summer 2005

KNOWLEDGE & SKILLS **Programming**
Substantial programming experience in *Java*, *PHP*, and *Assembly Language*, as well as in *C*, *C++*, *Matlab*, and *VHDL*. Development experience under *Windows*, *Linux*, and *Mac OS X*. Experienced in effective project design and development. Practiced in the use of version control systems such as *Subversion* and *CVS*.

Independent Project Design
Developed a Windows interface for controlling iPod playback; programmed a speech synthesizer to sing “Make a Circuit With Me”; converted a barcode scanner into an object identification system; constructed a web-based interface for remotely programming and controlling a VCR; wrote a tool for parsing Georgia Tech class scheduling data into RFC 2445 calendar files; designed and built a pump system and computer interface for automatically watering a vegetable garden.

ACTIVITIES & CERTIFICATIONS **Professional Engineering Licensure** *Georgia EIT License No. EIT022536*
Amateur Radio *General Class License, Callsign W4PGS*
IEEE SoutheastCon 2009 Planning Committee *Registration Co-chair, 2008-2009*
Georgia Tech IEEE Student Branch *Branch Webmaster, 2002-2005*
ECE Student Faculty Committee *Technology Chair, 2002-2005*
Georgia Tech IEEE Hardware Team *Optical Detection Group Leader, 2004-2005*
Student Government Association *ECE Representative, 2003-2004*
WREK Radio 91.1 FM *Disk Jockey, 2002-2005*