

Name and Contact Info

SUMMARY OF QUALIFICATIONS

Over twenty years experience in customer service, quality assurance, and technical solutions management with private, military, and education sectors. Five years as an adjunct computer science instructor for the U.S. Air Force Academy. Six Sigma Certified. Ethical. Conscientious. Detail Oriented. Team Player. Critical Thinker.

SKILLS AND EXPERIENCE

Customer Service- Provided “mission critical” external support for Tru64 UNIX hardware, software and escalation issues to prevent lost revenue for key clients. Resolved thousands of PC, network and application service issues in a timely, patient manner. Clarified issues, listened to concerns and saved “down time” and service delivery costs for hundreds of customer groups.

Quality Assurance- Performed software quality assurance planning and testing on the Air Force Satellite Control Network Contract. Reviewed test plans, procedures and testing scripts based upon functional specifications and project plans to ensure product excellence in four multi-year initiatives. Conducted software work product audits and issued targeted audit reports to improve accuracy.

Instruction- Created and presented a training session to assist team members in populating a critical skills data base. Directed and educated thousands of remote and onsite users to resolve hardware and software challenges. Taught Computer Science 101 curriculum and maximized office hours to accelerate learning and improve test scores.

Process Improvement- Developed support processes for an innovative tier-one support center to achieve 60% savings. Reduced new request resolution time by clearing a backlog of over 500 problem/enhancement requests. Developed problem resolution processes for a systems defect tracking software tool called ClearQuest.

Software Testing- Performed acceptance, black-box and BETA testing for a diverse field of computer languages, operating systems and networking environments including UNIX based software, PC interface applications and IBM Rational ClearQuest implementation.

Problem Solving- Applied analytical methods to over one hundred sustainment and development IT projects. Established hardware and software standards to create supportable environments and reduce the total cost of ownership. Coordinated vendor analysis to purchase servers that increased network performance by 80%.

Leadership- Renegotiated a customer contract which resulted in a \$500,000 multi-year agreement. Stepped in to perform the last critical acceptance testing processes for a major release to expose existing problems and save millions in lost revenue. Retired officer of the United States Air Force.

EMPLOYMENT HISTORY

Honeywell, Inc.	Senior Quality Engineer	Colorado Springs, CO	2004-present
Travco, Inc.	I. T. Support Specialist	Denver, CO	2004-2004
Hewlett Packard	UNIX Network Consultant	Colorado Springs, CO	1997– 2003
	Technical Account Manager		
COMSYS	Software Test Engineer	Colorado Springs, CO	1996-1997
OAO Corporation	Systems Support Manager	Colorado Springs, CO	1993-1996
United States Air Force Academy	Network Services Manager	Colorado Springs, CO	1989-1994
	Computer Operations Manager		
	Computer Science Instructor		

TRAINING AND EDUCATION

- Member of American Society for Quality and the Project Management Institute
- Six Sigma Plus Green Belt (Honeywell International)
- Cavendish Scott Internal Auditor Processed Based (ISO 9001-2000)
- Cisco Certified Network Associate (CCNA) 2001
- Master of Science, Computer Science, Texas A&M University, Commerce, Texas
- Bachelor of Science, Computer Science, Texas A&M University, Commerce, Texas

COMMUNITY SERVICE

- Mountain Watch Volunteer, Keystone Ski Resort, Keystone Colorado
- American Heart Association Health Fair Volunteer, Colorado Springs, Colorado
- Church Volunteer and Past Vice President of Counsel, Colorado Springs, Colorado
- Past Vice President of the Lake Dillon Condo Association, Dillon, Colorado