

**QUALIFICATIONS** Well-rounded technical background with strong leadership experience. Strong critical thinking and problem-solving skills. Skillful in the use of a variety of programming languages on several different platforms.

**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 Mail Security System, and SiteProtector software. Conducted multiple on-site visits to resolve customer issues and provide training. Established relationships with personnel in EMG, QA, Development, and Product Management, and used these resources to improve the quality of information provided to customers. Became proficient at technical troubleshooting, critical thinking, personnel management, technical communication, creative problem solving, effective product training, stress management, dispute management, and managing multiple tasks concurrently.

*Achievements:* Through proactive spot training and weekly incident review, greatly reduced the time-to-close and average incident count for my team by 50%. 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 manual work required to process an RMA, created ProvSerial, an ISS serial number decoder. Continued to work with those involved in RMA processing and delivery to ensure information remained up-to-date and useful.

**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. Developed tools to increase efficiency by automating cumbersome manual procedures.

**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 the use of version control systems such as *Subversion* and *CVS*.

**Independent Project Design**  
Developed a Windows interface for controlling iPod playback; taught a computer to sing “Make a Circuit With Me” using a speech synthesizer; converted a barcode scanner into an object detection system for a robotics competition; constructed a web-based interface for remotely programming a VCR; wrote a program for generating RFC 2445 compliant calendar files based on Georgia Tech class numbers.

<b>ACTIVITIES &amp; CERTIFICATIONS</b>	<b>Professional Engineering Licensure</b>	<i>Georgia EIT License No. EIT022536</i>
	<b>Amateur Radio</b>	<i>General Class License, Callsign W4PGS</i>
	<b>IEEE SoutheastCon 2009 Planning Committee</b>	<i>Webmaster, 2008-present</i>
	<b>Georgia Tech IEEE Student Branch</b>	<i>Branch Webmaster, 2002-2005</i>
	<b>Georgia Tech IEEE Hardware Team</b>	<i>Optical Detection Group Leader, 2004-2005</i>
	<b>Student Government Association</b>	<i>ECE Representative, 2003-2004</i>
	<b>WREK Radio 91.1 FM</b>	<i>Disk Jockey, 2002-2005</i>