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## Domain Expert Resume

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### Job Objective

To obtain the job of Domain Expert in which my skills, passion and experience will be fully utilized.

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### Highlights of Qualifications:

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- Strong experience in providing customer support for domain
  - Outstanding knowledge of QARA process and Agfa support
  - Ability to develop and monitor projects
  - Ability to maintain knowledge of all cyber activities
  - Ability to communicate with all client
  - Ability to prepared strategic reports for clients
  - Proficient with Java, JSPs, J2EE framework, Spring, JBoss, and JMS
  - Solid understanding of digital imaging and RIS systems
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### Professional Experience:

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Domain Expert  
Agfa-Gevaert Group, Cambridge, MA  
August 2007 – Present

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### Responsibilities:

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- Maintained record of all incoming requests for customer support.
- Assisted to collect all customer information and provided efficient resolution.
- Monitored all cases and resolutions as per SLA requirements.
- Provided technical support to all high profile and crisis management situations.
- Participated in all third party and Agfa training programs.
- Recommended improvements to customer's issues through incident management process.
- Analyzed all incidents and escalated issues if required to resolve issues.
- Translated all technical information for customers.

Domain Expert  
Resolvit, LLC, Cambridge, MA  
May 2004 – July 2007

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### Responsibilities:

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- Maintained list of all best practices for efficient e-service delivery.
  - Monitored progress of delivery systems and development strategies for providers.
  - Developed various e-services in coordination with Union Information Service centers.
  - Documented draft system for development guidelines.
  - Provided support to all development services for internet and mobile platforms.
  - Assisted all domain specialists to implement support services for e-services.
  - Maintained BPR expertise to develop business process for domain.
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### Education:

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Master's Degree in Software Engineering  
Alaska Pacific University, Anchorage, AK  
Bachelor's Degree in Software Engineering  
Baldwin-Wallace College, Berea, OH

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