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# SAAS SUPPORT ENGINEER RESUME

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## Career Goal:

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Seeking an opportunity in a company where I can employ my technical proficiency in Java Core, Web Services and JSP technologies as a SaaS Support Engineer

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## Technical Skills:

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Profound knowledge of SDLC methodologies:

- Agile
- Waterfall
- V-Model

Extensive technical knowledge of Java technologies:

- JSP
- Java 2-D
- JSF

Strong technical command of Linux components:

- RedHat
- Hp-UX
- Solaris

Substantial technical acumen of IDE:

- Tomcat
- Apache
- HTTP

Cognitively expert in engineering software:

- UCM
- F5 Load Balancer
- HL7

Adept in engineering services:

- Root cause analysis
- Asset management
- IT Infrastructure design

Familiarity with mobile devices:

- Windows 7 phones
- Droids
- iPad

Immense abilities to:

- Use V-model technologies and implement system engineering
- Prepare project plans and maintain technical documentation

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## Relevant Experience:

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SaaS Support Engineer  
Jama Software  
January 2012 – Present  
North Las Vegas, NV

- Maintained relationships with quality assurance and engineering teams.
- Analyzed web based requests utilizing CRM systems.
- Resolved customer issues and executed policy improvements.
- Conducted root cause analysis and reviewed file defects.
- Managed customer environments and administered Centrify user products.
- Implemented Windows servers and SPAM filtering.

- Designed and developed MS Dynamics CRM apps.
- Executed email routing and analyzed setup issues.

SaaS Support Engineer  
Stanley Black & Decker, Inc.  
November 2010 – January 2012  
San Jose, CA

- Resolved technical issues and assisted in shift works.
- Analyzed client feature requests relating to CRM database.
- Maintained service functionality and generated project status reports.
- Participated in issue resolutions and reviewed technical facts.
- Designed logical solutions and configured Tegrity apps.
- Provided technical support through telephone and email.
- Administered content distribution networks and implemented shell scripting
- Assisted in Dell automated deployments and desktop troubleshooting.

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### **Educational Background:**

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Bachelor's Degree in Information Technology  
Lake Washington Technical College  
August 2006 – May 2010  
Kirkland, WA

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