
Scott Patton

(770) 876-4303

scott@scottpatton.com

Skills

Expert Skills:

CaliberRM (Certified Administrator), CaliberRM SDK, Troubleshooting, Application Support, Versant Object Database Administration, Escalation Management, Error Analysis, Customer Satisfaction, Requirement Analysis, Windows, Mac OSX, Unix/Linux, Communication

Related Skills:

Database:

Versant Oracle (7.3, 8.0, 8i, 9i), MS SQL (6.5, 7.0, 2000, 2005), Informix, MySQL

Operating Systems:

Windows (NT, 9x, 2000, XP), UNIX/Linux (Redhat, Fedora Core, AT&T, HP-UX), Mac OSX

Software:

SilkTest, StarTeam, Visual Studio, Veritas, DBAMon, Microsoft Office, Siebel, Eclipse, VMWare

Languages:

C/C++, VB, Java, HTML, Perl, PHP, VBScript

Career Summary

Senior Technical Support Engineer with 17 years of IT experience. Responsibilities have included application support, software development, software design, system administration, team lead/management, large system support, on-call assistance and system integration.

Work Experience

Senior Technical Support Engineer

Borland Software / Micro Focus – Atlanta, GA

9/07 - Present

- **Certified Borland CaliberRM Administrator**
- Consistent top performer in all problem resolution metrics.
- Lead Technical Support Engineer for Borland CaliberRM Technical Support Group
- Primary Escalation Manager responsible for customer problem resolution and management
- Used expert debugging and analysis skills to diagnose and resolve complex database issues related to the CaliberRM application.
- Developed custom Java and .NET applications using the CaliberRM SDK.
- Managed all technical aspects of external customer issues for Borland's "AMER" Region.
 - Monitored SLA commitments
 - Provided technical training and assistance to Technical Support Engineers.
- Acted as a liaison between Support Group and the Development organization, insuring problems were properly documented, reproducible and ultimately - resolved.
- Represented World Wide Technical Support as a member of the Quality Review Board (QRB) which worked to develop product enhancement and problem resolution schedule.
- Developed and documented complex execution plans allowing customers resolve difficult issues with CaliberRM and/or the Versant Database
- Coordinated the development of complex diagnostic tools to resolve database issues.
- Managed public documentation and announcement of all CaliberRM hotfixes and Patches.
- Composed over 25 technical knowledge based articles designed to help customers and internal engineers resolve complicated application issues.

Scott Patton

(770) 876-4303

scott@scottpatton.com

Web Developer & Designer (Part Time)

Maxrek LLC - Colorado Springs, CO & Marietta, GA	1996-Present
--	--------------

- Managed all aspects of www.FixedGearFever.com, the internet's premier bicycle track racing website.
 - Developed custom modules using PHP and MySQL; maintained patch fixes.
 - Maintained database backups, user access and suitable control measures.
 - Managed advertisers and banners.
 - Traveled internationally to cover and report on track cycling live from the track side.
- Designed and developed web pages using Microsoft FrontPage, Adobe Dreamweaver, PHP, HTML and/or CSS.
- Administered Apache web server (Plesk)
 - Fedora Core 2 and Fedora Core 4 (RedHat) administration
 - Custom Spamassassin configuration
 - Completed all software (OS and Application) patches and upgrades
 - Installed and configured numerous GNU licensed application (phpBB, Gallery, PHPNuke)
 - Managed shared hosting of 45+ domains including email and domain hosting

Technical Support Consultant

Ajilon at Progressive Insurance – Colorado Springs, CO	08/06-02/07
--	-------------

- Managed code migrations and web server configuration on Windows 2000/2000 Servers.
- Coordinated SQL Server Database code elevations between development, test and production environments. Also performed general SQL Server Database Administration tasks where needed.
- Developed Windows Scripts to automate and manage IIS Web Server configuration files.
- Researched and debugged chronic problems on Windows 2000/2003 Servers running SQL Server and IIS.
- Managed server procurement requests insuring that appropriate hardware was allocated.

Technical Support Consultant

Volt at Agilent - Colorado Springs, CO	12/03-05/06
--	-------------

People Source International at Agilent - Colorado Springs, CO	12/02-12/03
---	-------------

Spherion Technologies at Agilent - Colorado Springs, CO	03/01-12/02
---	-------------

- Supervised a team of deep support personnel. The team included Unix Administrators, Storage Specialists and Database Administrators working in a matrix organization.
- Provided advanced system administration support where necessary. This included configuration and performance tuning of Windows NT 4.0 and Windows 2000 servers.
- Provided problem management and resolution services to the Agilent Technologies Database Enterprise Support Services team.
- Completed various DBA space configuration tasks, including adding of data files, table spaces and disk space. Installed, configured, upgraded and managed SQL Server and Oracle databases across numerous platforms. This included the installation of the DBMS as well as the databases.
- Managed, executed and scheduled Oracle and MS SQL backup and restore activity.
- Managed the monitoring of Agilent databases and verified database availability using SVRMGR and DBAMon. As well as providing resolution to DBAMon events. This included database failure events, security issues, performance tuning and configuration management of the monitoring tools.
- Worked with Agilent internal customers to insure Service Level Agreements (SLAs), backup retention and other metrics were understood and achieved. Consistently met or exceeded all SLA metrics for ticket handling and job completion.

Scott Patton

(770) 876-4303

scott@scottpatton.com

Siebel Support Specialist/Siebel Development Team Lead/Messaging Group Team Lead

MCI WorldCom - Colorado Springs, CO

04/98-02/01

Siebel Support Specialist

- Maintained 3000 users Siebel implementation. Managed upgrade from Siebel 99 to Siebel 2000.
- Worked with DBA to insure that data purge and maintenance routines were executed properly.
- Provided support to six call centers. Issues ranged from training issues to complex system errors and in-depth technical support for the Service Force implantation of Siebel.
- Worked with development, test and analysis teams to insure feasibility of various solutions.
- Subject matter expert on Siebel Workflow Manager, which automates many user tasks.
- Automated Enterprise Integration Manager processes to manage database updates from legacy applications.

Siebel Development Team Lead

- Managed a team of six Siebel developers. Required not only technical management, but also resource management internal to the development team.
- Worked with Program Managers to develop high quality, requirement driven releases.
- Coordinated resources across multiple organizations. Interfaces included DBA, System Test and external groups.

Messaging Group Team Lead

- Developed an API to provide messaging functionality to Client Server applications.
- Integrated messaging components into web applications to provide direct messaging to mainframe systems.
- Designed a three-tier application to support real-time messaging. This involved developing online monitoring systems to notify support staff of system issues.
- Provided design documentation for all components of the messaging system.
- Designed and developed the "Scratchpad". This small desktop application was used to eliminate paper and destruction of paper in MCI Call Centers. This application saved in excess of \$300,000 a year.

Technical Consultant

Compuware Corporation at

- MCI - Colorado Springs, CO
- Fannie Mae - Washington, DC
- National Science Foundation - Arlington, VA

01/96-04/98

MCI - Colorado Springs, CO

- Designed and implemented an integrated Faxing solution.
- Managed the installation a twenty four-channel Right FAX server. This involved the ordering, provisioning and installation of the T1 line and configuration of the Right FAX Server.
- Assisted with C/C++ development of monitoring and reporting applications.
- Worked on Application Prototyping team, developing proof of concept applications.

Fannie Mae - Washington, DC

- Performed a complete analysis of Fannie Mae DOS application to determine requirements.
- Designed a Windows based application to replace the existing DOS application.
- Analyzed and maintained complex financial algorithms with little or no documentation.
- Maintained source code integration and project development schedule in SCCS free environment.
- Coded portions of the application in Visual Basic as well as external components in Visual C.

National Science Foundation - Arlington, VA

- Developed CGI based application used to retrieve data from a SYBASE Database and pre-populate PostScript templates.
- Worked with web developers to integrate PostScript creation of forms with a web based front end.

Scott Patton

(770) 876-4303

scott@scottpatton.com

Software Developer/System Support Specialist

AT&T - Herndon, VA

01/93-01/96

Software Development & Application Support

- Prototyped and developed an application monitoring system. Developed and maintained departmental web pages for several organizations
 - Administered Tuxedo Messaging Layer for Production, Test and Development regions.
 - Maintained a C application, making routine code changes as needed to fix production problems.
-

Education

BS Computer Science, 1992

University of Maryland, Baltimore County (UMBC)

- An Honors University in Maryland
-

References

References are available on LinkedIn as well as available upon request

LinkedIn Profile: <http://www.linkedin.com/in/scottpatton>
