

# J. Scott Patton

scott@scottpatton.com

## Skills

### Expert Skills:

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

### 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 (Redhat, Fedora Core, AT&T, HP-UX), Mac OSX

#### Software:

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

#### Languages:

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

## 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 – Atlanta, GA

9/07 - Present

- **Certified Borland CaliberRM Administrator**
- Lead Technical Support Engineer for Borland CaliberRM Technical Support Group
- Primary Escalation Manager responsible for customer problem resolution and management
- Investigated and resolved complex database issues with the CaliberRM application.
- Developed custom Java scripts and .NET programs using the CaliberRM SDK.
- Managed all technical aspects of customer issues for the America Region.
  - Monitored SLA commitments and provided technical assistance as necessary.
  - Acted as a liaison between Support Engineer and Development organization, insuring problems were resolved completely.
- Developed complex execution plans for customers to resolve difficult issue with CaliberRM and/or the Versant Database
- Consistent lead performer in all problem resolution metrics. Earned over 190% of measured performance standards.
- Represented World Wide Technical Support as a member of the Quality Review Board which worked to develop product enhancement and problem resolution schedule.
- Designed and implemented code changes for diagnostic tools.
- Managed posting of all CaliberRM hotfixes and Patches on the public support portal.
- Composed over 25 technical knowledge based articles designed to help customers and internal engineers resolve complicated application issues.

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## Web Developer & Designer

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Maxrek LLC - Colorado Springs, CO & Marietta, GA	5/96-Present
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- 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

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## Technical Support Consultant

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Ajilon at Progressive Insurance – Colorado Springs, CO	08/06-02/07
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- Managed code migrations and web server configuration on Windows 2000/2003 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.

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## Technical Support Consultant

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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

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- 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.

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

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MCI WorldCom - Colorado Springs, CO

04/98-02/01

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### 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.

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## Technical Consultant

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Compuware Corporation at

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

01/96-04/98

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### 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.

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### Software Developer/System Support Specialist

AT&T - Herndon, VA

01/93-01/96

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### 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.
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### Education

### BS Computer Science, 1992

University of Maryland, Baltimore County (UMBC)

- An Honors University in Maryland
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