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EXPERTISE

SQL (Postgresql, MS SQL), Couchbase, C#, .Net, JS, Node, Postman, HTML, XML, SOAP, Rest

Splunk, DataDog, NewRelic, Git, Docker, Jenkins, ElasticSearch

Analyze and solve complex technical issues promptly with zealous attention to detail

CERTIFICATIONS

Couchbase at Cvent 2.0

October 2021

Linux Administration and Support

Learning Tree International, 2014

WORK EXPERIENCE

Senior Project Manager (Cvent)　(August 2020 - Present)

● Successfully managed the replacement of our support ticketing system from Salesforce to Jira Service Desk and all of the custom coding/integrations around it
● Coordinated the technical support of a brand new product line while creating tooling and reports needed to ensure customers' success
● Executed numerous server migrations from on-premises datacenter to AWS without downtime or impact to the business
● Managing multiple process improvement projects end to end.

Project Manager, Application Support (Cvent)　(August 2018 - August 2020)

● Developed an application to monitor client's events across the Cvent suite of products to ensure they are compatibly configured.The tool helps to increase customer satisfaction, increase renewals and provide proactive support to clients.
● Conducted regular 1:1 meetings with 6 functional reports.
● Analyzed, reviewed and coached newer members on their case responses.
● Continued providing support for complex technical issues when needed and re-joined the weekend support rotation to help when staff shortage occurred.

Lead Application Support Engineer (Cvent)　(July 2016 - August 2018)

● Created internal tools to help link disperse datasource to create a wholistic view and drive value by combining data to help sales and account management upsell and cross-sell.
● Participated in a cross-department team to help plan and coordinate the rollout the next generation of Cvent's core product.
● Helped trained the largest new-hire class of Application Support Engineers.
● Functional leader with direct global direct reports (from Canada, India and US)
● Helped migrate and optimize hundreds of alerts to a new Splunk instance. Created dozens of dashboards and increased overall performance by optimizing searches, utilizing saved searches and scheduling reports.

Senior Application Support Engineer (Cvent)　(February 2015 - July 2016)

● Was instrumental during the roll out of a brand new ecommerce system. Single-handedly identified, reproduced and documented dozens of high impact bugs.
● Successfully transitioned some of the team's responsibility to a newly created tier 2 team.
● Supported top-tier clients in issues related to Salesforce integration, Custom Identity integration, HTTP POST, complex API issues, and private domains.

Application Support Engineer (Cvent)　(June 2012 - February 2015)

● Provided top-tier software support across our web-based software platforms, mobile devices, and backend systems in utilizing and accessing classroom technologies.
● Worked on Internet scale applications, where performance, reliability, and scalability were critical design goals – not after-thoughts.
● Handled numerous support tickets across many product lines and provided great customer service.

Office of Information Technology, University of Maryland　(August 2009 - May 2012)
Senior Technical Assistant

● Aided professors in utilizing and accessing classroom technologies.
● Integrated, installed, and managed Panapto classroom recording system.
● Verified all technology in classrooms was functioning correctly.
● Catalogued requests for assistance in a database; filed tickets for high level support.

EDUCATION

University of Maryland　(September 2008 - June 2012)
Bachelor of Science (B.S.). Information Systems, Economics

HONORS & AWARDS

Pat on the Back Award(s)
2017, 2018, 2019, 2020

Cvent Quarterly Award Winner
Q3 2016