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Mobile: [REDACTED]
Home Phone: [REDACTED]
Contact Preference: E-Mail

RESUME

Monster resume # [REDACTED]
Resume Headline: Technical/Customer support [REDACTED]

[REDACTED] (h) / [REDACTED] (c)

OBJECTIVE

Seeking a challenging position in Software Product Support Engineering that can fully utilize my analytical, technical, and communication skills.

EXPERIENCE

8/02 ~ present Lead Product Developer / Release Engineer, Tele Atlas North America, Menlo Park, CA

- Provide comprehensive production cycle training and support to Product Developers: understanding mapping data schema, querying relational databases, running SQL tools/patches
- Plan and distribute production work schedule among developers to meet deadlines
- Resolve production problems during data conversion processes
- Write SQL procedures to patch data errors in Informix relational databases
- Set up client-server systems with applications and mapping data for production use
- Create and update training and production process manuals
- Develop and integrate all data install applications using InstallShield
- Populate and release GIS data product components on release trees for QA and order fulfillment

8/01 ~ 7/02 Product Developer, Tele Atlas North America, Menlo Park, CA

- Built Tele Atlas standard data production processes in the UNIX environment
- Wrote and implemented C-shell scripts to automate build processes for entire product line
- Used internal tools to perform sampling tests on different data formats
- Built and tested data during the software quality assurance phases

3/00 ~ 4/01 Customer Support / Junior Software Engineer, Club Photo, Inc., San Jose, CA

- Provided technical supports to customers for all photo sharing-related issues: photo-editing, application use, installation problems, web-based services
- Worked on pre-sales demos shown to the potential investors in Taiwan
- Maintained software and website demos for customer and pre-sales support
- Designed, integrated, built, and maintained several proprietary software installers using InstallShield
- Developed automation tools to process digital photo submission to Club Photo gallery by using J2EE for database connectivity
- QA-tested company website and Living Album desktop application

SKILLS

RDBMS: SQL (Informix SQL/SPL, MySQL), ODBC/JDBC, schema design Mapping Technologies: ESRI (ArcMap, ArcView), Web GIS applications (ArcIMS, ArcSDE, ServletExec), GDF/Multinet data specs Programming Languages: C/C++, Java, Perl, C-shell Development Platforms: JDK, J2EE, Win32 API Web Technologies: HTML, JavaScript, DOM, CSS, XML/XSL/DTD OS: UNIX (SUNOS, Solaris, Linux), DOS, windows XP/2000/NT4 web Servers: Apache (Tomcat), IIS, Java Applications: Informix Client-SDK, Hummingbird Connectivity, UltraEdit, WinVNC, InstallShield, LDAP, Microsoft Access, Excel, PowerPoint, FrontPage

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Language: Mandarin (fluent)

EDUCATION

San Jose State University, CA - B.S., Computer Science, Minor in Mathematics, Spring 2001
Awarded the distinction of Dean's Scholar 1999 - 2000, GPA 4.0

PERSONAL

Priority-decision maker and problem solver Excellent interpersonal, communication, and leadership skills Outstanding team player and multi-tasker

Snowboarding, rollerblading, bicycling, tennis

REFERENCE

Managerial, co-worker, and personal references are available upon request

SUMMARY

Current Career Level: Experienced (Non-Manager) Years of total work experience: 2+ to 5 Years Date of Availability: Immediately

WORK STATUS:

US - I am authorized to work in this country for any employer.

Security Clearance: .

TARGET JOB:

TARGET LOCATIONS:

Selected Locations: US-CA-Silicon Valley/San Jose

LANGUAGES:

Language	Proficiency Level
Chinese - Cantonese	Conversational
Chinese - Mandarin	Fluent - Full Knowledge
Chinese - Taiwanese	Conversational

COVER LETTER:

Dear Sir or Madame,

Your Customer Care Engineer - Support position available is an excellent fit with my qualifications. I have more than three years of technical/customer support experience with desktop applications and web-based services.

Much of my work has been focused on assisting internal and external customers. At Tele Atlas, I was promoted within a few months to lead and support a team of six people. I trained the team to understand database schema and how to use the internal tools. At Club Photo, I supported customers who used several proprietary software applications. I also have experience programming in C/C++ and Java using J2EE.

Years of technical support experience have honed my problem solving techniques, while enhancing my interpersonal and communication skills. My team-playing and positive attitude helped me to establish excellent relationships with my group, and allowed me to accomplish and overcome difficult tasks and situations.

I am happy to provide any supplementary information you should feel necessary. I am looking forward to meeting you, and thank you for your consideration.

Sincerely,

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