

Tim J. Patterson

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Professional Summary

Experienced in telephone technical support, customer service, software and hardware support, web development and hosting, knowledge of various databases and web development languages, and great troubleshooting skills. I learn quickly, adapt to new situations and get up to speed in a short amount of time.

For the past three and a half years I have worked in a technical support role dealing with wireless data devices for a large national cellular carrier, both as a telephone tech support agent and as a mentor to other support reps.

Skills and Knowledge

Development Languages

PHP (non-OOP), HTML, CSS, JavaScript, some Tcl, SQL (MySQL and Oracle), some Perl, CFML (Cold Fusion 5.x, not recent), and some ASP VB Script (not recent). Currently learning some Java and UML.

Operating Systems

Mac OS 7.1 through OS X, MS DOS, Windows 3.x through Windows XP, and Linux/UNIX. I currently use Ubuntu Linux as my primary desktop OS, and for several years used Slackware Linux for servers (web hosting, email and DNS).

Tools and Services

Apache web server, Sendmail, DNS/Bind, MySQL, FTP, SSH, Microsoft IIS web server, Cisco PIX firewall, Homesite 4.x, Zend Studio, Vignette StoryServer 4.x/5.x, Cold Fusion 5.x, Oracle SQL+, MS Office 97/2000, Adobe Photoshop and Illustrator, Apple Quicktime VR Authoring Studio, Palm PQA (web clipping app) Builder software, Visio (for MySQL schemas using ODBC), as well as any and all Internet related software.

Employment History

AT&T Mobility (formerly Cingular, formerly AT&T Wireless) 09/13/2004 to Present
4544 S. Lamar Boulevard Consumer Data Support
Austin, TX 78745 <http://wireless.att.com>
Phone: (512) 436-7697 <http://www.cingular.com>

- Worked as a "mentor" to other data support reps November 2006 to April 2007.
- RIM BlackBerry provisioning, support and troubleshooting.
- Palm OS and Windows Mobile based PDA support.
- Wireless PCMCIA aircard support.
- Support GPRS/EDGE/UMTS laptop and mobile phone tethering via BlueTooth and USB.

Porch Puppy Online (started part-time) 06/2001 to 09/2004
1875 E. Kirkland Lane Programmer
Tempe, AZ 85281-4421 Database Developer
Phone: (602) 373-8633 <http://www.porchpuppyonline.com>

- PHP programming and MySQL database development.
- Met with clients to determine needs and site requirements, created spec documents and site plans.
- Developed numerous web-based content management systems and online shopping cart systems.
- Performed Linux system administration tasks as needed (WWW, MySQL, DNS, and Sendmail).
- Also did basic network setup, including running Cat-5 cabling, for some clients.
- Occasional small ASP and Access/MS SQL projects.

Hoovers Online, Inc. 04/2000 to 09/2002
5800 Airport Boulevard Programmer
Austin, TX 78752 Web Developer
Phone: (512) 374-4500 <http://www.hoovers.com>
Fax: (512) 374-4501 <http://www.ipocentral.com>

- PHP programming and MySQL development.
- Vignette StoryServer 4.x and 5.x template programming using mostly Tcl, SQL and HTML.
- JavaScript programming.
- Some Perl programming (one project).
- Some ASP VB Script programming (one project).

Action Performance / GoRacing.com
4707 E. Baseline Road
Phoenix, AZ 85042
Phone: (602) 337-3700
Fax: (781) 821-9715

11/1999 to 03/2000
Vignette Programmer
Web Developer
<http://www.goracing.com>
<http://www.action-performance.com>

- Developed NASCAR driver and equipment vendor (Simpson, etc..) web sites.
- Vignette StoryServer 4.2 template programming using Tcl, SQL and HTML.
- JavaScript Programming.
- Was Dale Jarrett's (#88) webmaster when he won the Winston Cup championship in 1999/2000 season.

ILX Resorts Incorporated
3840 N. 16th Street
Phoenix, AZ 85016
Phone: (602) 957-2777
Fax: (602) 957-2780

01/1999 to 12/1999
Web Developer
System Administrator
<http://www.ilxresorts.com>

- Maintained corporate web sites on both Linux/Apache and Windows NT/IIS web servers running multiple virtual domains for the other resorts.
- PHP, ASP, SQL and JavaScript programming.
- Created all graphics using Adobe Photoshop and Illustrator.
- Created "Virtual Tours" of resort suites using Apple Quicktime VR Authoring Studio, a digital camera and tripod, and an Apple Macintosh computer.
- Set up and maintained mail server and two DNS servers running Slackware Linux.
- Maintained Cisco PIX firewall.

Winstar Broadband Services, Inc. (formerly Goodnet)
4742 N. 24th Street, Suite 290
Phoenix, AZ 85016
Phone: (602) 648-1000

04/1998 to 03/1999
Network Support Technician
<http://www.winstar.com>
<http://www.goodnet.com>

- Monitored all broadband customer dedicated circuits ranging from T1 to OC3, in addition to monitoring all Winstar and Goodnet servers.
- Opened trouble tickets on all problems, following them through to resolution with Winstar engineers, system administrators, local telcos, and major network backbone carriers to resolve outages and restore connectivity.

Getnet International
3300 N. Central Avenue
Phoenix, AZ 85012
Phone: (602) 263-7559

09/1996 to 03/1998
Technical Support
<http://www.getnet.com>

- Dial-up technical support and help desk for Windows 3.x/95/98/NT, Mac OS and Linux.
- Also created promotional materials and end user documentation that went out to all new dial-up customers using Adobe Photoshop and Illustrator.

Education

- Graduated from Ironwood High School in Glendale, Arizona, June 1990.
- Attended Glendale Community College and Phoenix College on a part-time basis on and off.
- Successfully completed the Vignette Basic Site Development course, May 2000.
- BlackBerry® Certified Support Associate T1 v4.0, October 2007
- BlackBerry® Certified Support Associate T1 v4.1, October 2007

References available upon request.