

GERALD D. SHEEHAN

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SUMMARY

A successful small business owner who is also an experienced IT Technical Support professional with over 15 years of customer support experience. Thirteen years experience as a help desk administrator / PC technician diagnosing and resolving technical problems in a multi-user environment. Exceptional time management skills with the ability to handle multiple projects concurrently and respond positively to sudden changes in priorities. Excellent communication and interpersonal skills.

TECHNICAL EXPERTISE

Platforms / Systems	Windows 3.11-7, SQL Server 7.0/2000, Macintosh 10.4/10.5/10.6, Novell 3.11/5
Applications	Microsoft Office, Visual Studio .NET, NWAdmin, GHOST, Vantive Call Tracking, CVS, TestTrack Pro, VMWare, Quicken, NetBeans, Apache FOP, Oracle 8i-10g, DB2, Eclipse, Salesforce
Development	XML, HTML, XHTML, CSS, XSD, XSL, XPath, DTD, SOAP, WSDL, EDI, UML, SQL, ADO, ODBC, IIS, PHP, MySQL

PROFESSIONAL EXPERIENCE

NORTHSHORECLEANERS, INC., Beverly, MA

2009 – Present

Owner

Manager for the start up and expanding the current offering for cleaning services for both North Shore Maids and North Shore Clean.

- Opened a new office for North Shore Clean in 2009.
- Managing and grew revenue's exceeding \$100,000.00 in the first year.
- Responsible for hiring, training and managing the cleaning crew.
- Attending various cleaning classes and successfully passed exams for Water Damage Restoration, Carpet Cleaning, Upholstery Cleaning, and Hard Surface Cleaning.

MONOTYPE IMAGING, INC., Woburn, MA

2008 – 2009

Senior Technical Support Engineer

Managed the start up and created technical support offering for the new the font management products, FontExplorer X Pro and FontExplorer Server.

- Presented live technical demonstrations using Adobe Connect Pro and answered all incoming technical support requests via both telephone and email.
- Developed new and updated knowledgebase and FAQ's for use by customers and in-house sales people.
- Trained the staff in answering 1'st level calls about the software. Setup and worked with Salesforce to handle incoming requests from email and the website.
- Created new procedures and prepared first departmental training manual for new product usage.

ALTOVA, INC., Beverly, MA

2001 – 2008

Pre-Sales Engineer

2007 – 2008

Presented live technical demonstrations using WebEx and answered all incoming pre-sales requests via both telephone and email.

- Developed new and updated tutorial examples that were shipped with the software and available as separate downloads from the company website that the customers could access.
- Monitored technical mailing list, blogs, discussion forums, and responded to customer inquiries to help promote Altova's reputation in the public marketplace.
- Provided the marketing department with demonstratable technical content for product tips, case studies, newsletters, blogs, and trade shows.
- Updated XML Industry Standard Templates to be shipped with the software, to edit the XML documents .
- Created several Web Services mapping examples that are currently shipped with MapForce software.
- Collaborated with team to develop and create Authentic RSS Editing Solution Case Study.
- Created and maintained a blog page dedicated mostly to Altova software in spare time, approved by the company president, for clearer awareness and promotion of new products.

Technical Support Supervisor

2001 – 2007

Promoted to supervise and respond to first and second level support requests by leading provider of XML, data-management and web-services tools. Attended 4 to 6 trade shows annually.

- Utilized Footprints support interface to receive and process emailed requests for service. Confirmed bugs and submitted workarounds to customers and development team.
- Checked product documentation for consistency and clear wording.
- Met with management weekly to supply feedback, discuss issues, software updates, and project status to keep communication open and current for a more efficient productive workplace.
- Presented the new product name, "DiffDog" to Altova for upcoming new differencing software product to fall in line with the rest of the Altova tools.
- Presented idea to President regarding XML certification process which was utilized for 1-1 / 2 years.
- Identified the need for support discussion forum page and presented idea to management that enables customers to interact with each other and gain better understandings of software.
- Researched the replacement of Microsoft Outlook as support delivery system and procured Footprints which increased department productivity at least 40%.

ARTHUR ANDERSON LLP., Boston, MA

1997 – 2001

Technologist / Database Administrator

Chosen by previous member of Big 5 accounting firms to support installation of tax return processing software and managed two Novell database servers storing tax returns in 25 databases. Promoted to senior level in 1999. Backed up and maintained databases using scheduling tools and SQL scripts on server.

- Updated and installed application software on user's desktops as well as the network servers.
- Transitioned Tax Group into effective workgroup and minimized downtimes caused by technical issues.
- Documented every activity that enabled new technologists to rapidly train and understand job complexities.

KPMG PEAT MARWICK LLP., Boston, MA

1995 – 1997

IT Support Technician

Promoted by Big 4 accounting firm to provide technical support for Boston Tax Division. Responsible for training new hires, setting up new machines and managing user accounts on the network. Mounted subscription based CD's onto network server and responsible for maintaining application integrity with backups and restores.

- Migrated Windows machines from 3.11 to 95 and awarded for personal dedication and hard work.

EDUCATION AND CERTIFICATION

Computer Technology Certificate Merrimack College, 2011
BA, Business Administration, Endicott College, Beverly, MA, 2000
AA, Liberal Arts, Bunker Hill Community College, Charlestown, MA, 1991
Altova Certified XMLSpy Engineer, 2004
Microsoft Certified Professional: Administering SQL Server 7, 2001
PC Applications Troubleshooting Certificate, Computer Learning Center, 1994

MILITARY

U.S. Army National Guard, Staff Sergeant – 101st Field Artillery, Lynn, MA, 1983 – 1996