

DAMON W. ANDERSON

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Summary of Qualifications

- 25+ years of customer service, and support
- 17+ years in IT support, web development, and software design
- 12+ years in sales/technical sales, business administration, team management, and project management
- 15+ years experience in critical business software systems implementation, installation, migration, conversion, & training
- 10+ years experience in business process design, documentation, & specification
- 10+ years experience in software development design, specification, testing, & development team management

Primary Technical Skills & Certifications

Certifications:

- CompTIA Project + (2017)
- CompTIA Security + ce (2016)
- Microsoft Technology Associate – Server Administration (2015)
- Microsoft Certified Professional (1999/2015)
- CompTIA Network ce
- A+ (2014)
- SCRUM Master (2013)
- Web Foundations Asssociate (2013)
- ITIL v.3 Foundation (2010)

Client Services & Project Management:

- Business process analysis and documentation
- Team management
- Project management
- Software development methodology and processes
- Software testing and quality assurance
- Technical writing
- Help documentation
- Training and course development

Operating Systems:

- Microsoft Windows DOS-10
- Microsoft Server NT-2012
- Apple/Mac OS 7-X
- Linux/UNIX OS

Server Administration:

- Microsoft Windows Server NT-2019
- Microsoft SQL 2000-2017 administration
- AWS & Azure administration
- SaaS and PaaS Administration
- Apache Tomcat web server administration
- MySQL
- Cpanel
- Conferencing systems administration

IT Support and Infrastructure:

- Network design, troubleshooting, and installation
- Windows & Apple Desktop Support
- PC Imaging and Standardization
- Desktop Distribution with Tanium

WORK EXPERIENCE

Product Owner

October 2017 to Present

Tnnh, BlueBytez (VN)

Direct liaison between customer and developers, gathering all customer requirements and product feedback. UI design, workflow wire framing, product specification, and DB design. Mobile app UI and workflow design. Website creation and management.

Projects:

- Construction Project Management system
 - UI and Logic design for quickly building a project model and automating cost estimations
 - Construction management planning, tracking, and variance reporting
 - Implementation of industry standards for accounting reporting
 - Issue tracking
- Android/iOS Apps
 - Testing and release management of web commerce app connecting to PoS
 - App UI design and workflow (future product)
- Client Websites
 - Rapid prototyping, and deployment of client websites using standard commercial products

Desktop Engineer

October 2015 to October 2017

Splunk, Inc. (USA)

World wide management of all Windows systems for software installations, upgrades, patching, security, and compliance with corporate standards. Server and Service management of cloud file storage, sharing and collaboration tools, Okta SSO, Cisco (et al) Video Conferencing, Symantec AV, Tanium, etc.

Projects:

- World wide Windows PC domain migration
 - Automation of data migration via Dell Migration Management tool
 - Hands on process required coordinating world wide video calls with 500+ employees
 - Developed all internal web content, processes and training materials
 - Project 97% complete 1 month ahead of schedule
- Security Implementation
 - Deplicated Symantec AV and upgraded all Windows end-points to Sentinel One
 - Scripted process, and automated roll out of signed-certificate network access security for all Windows systems
 - Created real-time Splunk dashboards showing Windows PC systems security and compliance statistics

DTE Engineer

September 2010 to October 2015

Adobe Systems, Inc. (USA)

Internal desktop support for Windows, Macintosh, tablet, Linux, and smart phone users.

Projects:

- Design of internally developed asset tracking and computer rental management portal.
- Developed nation wide New Employee on-boarding process standardization
 - Developed nation wide New Employee technical training materials
 - Mergers and Acquisitions on-boarding processes and materials

Partner/Business Director

January 2005 to February 2010

Corigo Vietnam (VN)

Projects:

Zuellig Pharma Human Resources and Payroll Product Development, Implementation and Support

Role: Team Leader/Customer Service Support Lead

Description: Worked directly with Zuellig Pharma staff to define and document current business processes. Worked directly with software development director and developers to create project and software specification. Managed QA staff. Wrote product documentation including training manuals and help files. Managed data migration and new HRP software implementation including parallel systems run and data verification. Wrote training materials and trained client staff in use of new HRP system. Continue remote and on-site technical and customer support.

Company Network and Website Development

Role: Manager

Description: Setup company network and servers. Manage network and remote web servers. Managed development of corporate website and website content in PHP MySQL. Achieved redesign and redeployment of website in only 3 weeks time.

Custom Software Development: Order Tracking System and Implementation

Role: Manager

Description: Managed development and QA team for client outsourced software development project to create a custom PHP MySQL based Order and Manufacturing tracking software system. Interfaced directly with clients on specification and requirements definition and development. Implemented and deployed system.

Grant Thornton Vietnam Software Development, Implementation and Support

Role: Manager

Description: Worked directly with client to define software requirements. Worked with client IT manager to secure and setup network server, install and implement Corigo Enterprise Workplace software. Developed training manual and help files and trained staff in use of software. On-site and off-site technical and customer support.

Partner/IT & QA Manager

January 2004 to January 2005

GSE Corporation (VN)

Projects:

Time Tracking and Billing System Project for Grant Thornton Vietnam

Role: Team Leader

Description: Worked directly with clients and their respective managers to document existing business processes and requirements. Worked with developers, managed QA process, and implemented deliverables for end-to-end project management. Created training documentation, and trained client's managers and staff.

ABC Virtual Remote Development

Role: Manager

Description: Setup QA department, trained QA manager, and established QA process and standards. Worked directly with client both on-site and off-site to document software, development process, and remote management system. Established system for remote communications, secure source code access, and remote teams communication.

Company Network and Website Development

Role: Manager/Implementor

Description: Setup company network and servers. Manage network and remote web servers. Managed development of corporate website and website content in Coldfusion.

Marketing Development

Role: Manager/Implementor

Description: Developed all marketing materials, brochures and presentations. Setup on-site networks for demonstrations, conferences and IPO.

Partner/IT & QA Manager

March 2003 to January 2005

Blue Bytez, Inc. (VN)

Projects:

Software Design and Planning

Role: Team Member

Description: Worked directly with lead engineers to create a cohesive product out of disparate units of development. Worked hand in hand with CTO to design project management solution for eventual integration with Primavera.

Task Tracking System and Primavera Implementation for Mekong Energy (a division of Electricite de France)

Role: Team Member

Description: QA and documentation lead on custom database creation tool, and simple task management and document distribution tool. Also worked with Primavera distributor for on-site installation and training of Primavera project management system.

Company Network and Website Development

Role: Manager

Description: Setup company network and servers. Manage network and remote web servers. Managed development of corporate website and website content in Coldfusion. Trained and managed desktop support staff.

Software Development and Quality Assurance

Role: Manager

Description: Worked directly with software development director to design and implement software functionality. Setup and managed QA team. Trained QA staff and developed process and standards for QA team.

Complete list of prior employment and references available upon request.