



Hello,

Thank you for taking the time to review my résumé! I have a strong work ethic, dedication to my job, and I am certain I will be a superb addition to your workforce that you won't regret. While I am always willing to walk the corporate line, I keep an eye on improving and thinking outside the box to bring new and fresh ideas to the business.

I am a highly motivated technologist who has a passion for computer science and leadership. Early on, I recognized the importance of hard work and gaining relevant experience. I helped Bridgewater State College in achieving one of the most technologically advanced infrastructures (named one of top wireless campuses by Intel in 2005) in Massachusetts, while working on websites at the same time. From there, I joined the Fortune 200 company EMC Corp, obtaining my EMC Technology Foundations certification within the first two months of my employment. At EMC2 I've consistently been labeled a top employee among other colleagues of the highest caliber. I resolved data center issues involving the infrastructure between UNIX servers to EMC Clariion and Symmetrix storage arrays. On many occasions, I helped ensure that multi-million dollar purchase orders stayed intact; as well as, facilitated highly political ultimatums by high-tech executives to achieve the utmost in customer satisfaction.

For the better part of two years I worked two roles; troubleshooting complex data center issues, in addition to, resolving challenging operational inefficiencies. I went on to start a new program, which took a bottom up approach to projects and initiatives. From there, I co-led a six sigma certified effort to address customer communication issues which was labeled one the most significant and successful projects EMC customer service had seen. At the corporate headquarters, and in Ireland, I proved my large audience presentation skills by bridging the communication gap between engineers and operations. My abilities to link both worlds led me to build new teams and become the internal face of EMC's Online Support website, which is the single most important interface for all support. As a result, I became a key stakeholder of nearly all initiatives in global customer services.

My cover letter and résumé offer only a small glimpse of my capabilities. My proven skills as a designer/developer with high-tech data center support experience, combined with my presentation and leadership skills have given me an exemplary command for the business, which I am certain will be a success in my next opportunity.

Sincerely,
Sean D. Feeney

DEVELOPMENT SKILLS:

Advanced knowledge of Web Design and Development including, HTML5, CSS3, PHP, jQuery, JavaScript, MySQL, Photoshop, Illustrator, WordPress, C++, Agile, with a passion for learning and developing new skills

EDUCATION:

2002 – 2006 *Bridgewater State College* *Bridgewater, MA.*
Bachelor of Science: **MAJOR** - Computer Science | **MINOR** – Mathematics

AWARDS & CERTIFICATIONS:

- Lean Six Sigma Cup Winner 2013
- Recognized for extraordinary performance or contribution to an initiative (*EMC Gold Award 2012*)
- Consistently contributed extra effort or unusual dedication to a project (*EMC Bronze Award 2012, 2014*)
- EMC Proven Professional
- Lean Six Sigma Yellow Belt
- Student Worker Recognition Award (Bridgewater State)

WORK EXPERIENCE:

2006 – Present *EMC Corporation* *Hopkinton, Massachusetts*

Online Support Product Lead – CS Enablement

- Senior Product Lead for EMC's Online support website, named to the Association of Support Professionals Top Ten Best Web Support sites for 2014 – support.emc.com
- Senior Product lead on a website with 380,000+ unique users and growing
- Managed/Coordinated people and resources from various global technical and administrative teams
- Worked with Agile/Scrum development team to release quarterly changes
- Led a global effort to revamp internal hot account escalation procedures
- Continuous Improvement Review-board participant of enhancement requests to Customer Service process, training and technology assets
- Security asset management - Maintained Federal and Executive Handling account approvals; Primary stakeholder in federal management overhaul including customer chat, ticket management, end to end process optimization
- Project owner for Business to Business ticket system integration

Program / Project Manager (Technical) – Remote Support Optimization (RSO)

- Involved in building the RSO organization from the ground up by writing the charter, communication plans, and executing required tasks.
- Co-led an effort to create the Change Control Office;
 - Performed risk analysis and guidance on proposed processes, business functions or scope changes
 - Independent operational excellence inspection using key core processes and organizational archives to inspect the health of any customer support business
 - Created valuable archives of project risk recommendations to be used for future initiatives.
- Co-led six sigma certified SR Handoff initiative – an initiative which revolutionized how EMC approaches case notes
 - Exceeded Demonstrated Areas of Excellence - EMC GTS SCP 2011 Audit Report identifies SET practice
 - Created and developed application to create SR notes which became the standard of practice for all global remote customer service engineers
 - Released 3+ Global Training deliveries
 - Achieved 69% training adoption in first 30 days
 - Over ~50 presentations delivered globally to customers and EMC stakeholders: Town halls, Technical summits, roundtables, EBC
 - 1000 case templates audited and clean-up; then, consolidated to only ~25 consumable templates
 - 85% of Remote customer service engineers compliant 2 months after launch
 - Introduced qualitative measurements with random inspection process

- Effective communication at historic high of 80% in Q4 2011 a 5% improvement
- 3% improvement over poorly written communication
- Led and consulted on the development of global training and cross-functional collaboration initiatives including:
 - Problem-shooting and troubleshooting methodologies – A course which teaches the fundamentals of troubleshooting complex issues through a series of structured
 - Field / Remote Networking Development – a standard operating procedure which allows engineers from different teams to sit with a team of their choice to learn about a product they don't directly support
 - Embedding program – a program which strategically swaps engineers in select groups to break down cultural barriers and foster collaboration
- Led meetings for executive leadership, engineers, project/program/practice managers, etc.
- Led projects and initiatives to optimize work streams from both a technical and business point of view; often a critical resource to effectively enhance the communication between engineers and business leaders
- Involved in leading / organizing one of the Skunkworks initiatives under Jim Donovan (Vice President Worldwide Technical Support at EMC) to find, address and fix problems in the support organization.

Technical Engineer II – UNIX Problem Resolution and Escalation Management

EMC TECHNICAL SKILLS: *Solutions Enabler Suite including, but not limited to, SRDF/A, SRDF/S, SRDF/Star, TimeFinder / Mirror, TimeFinder / Clone, and TimeFinder / Snap technologies. All Symmetrix and Clariion/VNX storage arrays. EMC Control Center, VMware on ESX servers, PowerPath, Open Migrator and open replicator. Understanding of Cisco, McData and Brocade fibrechannel Connectrix switch configurations.*

- Provided support for Fortune 500 Vice Presidents, Storage and System Administrators to aid and resolve data loss and data unavailable situations
- Managed escalations by providing exceptional service and support to ensure multimillion dollar deals remained on the table
- Technical customer support for EMC Host based software on all major UNIX/Linux platforms
- Extensively trained in all EMC products as a part of the EMC CSAP (later renamed GSAP) Boot Camp; a full-time training process that was composed of classes, tests, and labs.
- Responsible for supporting mid to large tier 24x7 enterprise storage (SAN) environments
- Worked for the Global Services Customer Support Center which achieved certification under the prestigious Service Capability and Performance (SCP) Support Standard, for the tenth consecutive year.
- Supported the interoperability between EMC and other enterprise software/ hardware including but, not limited to logical volume managers, iSCSI/ fiber channel fabric topologies, path management software, etc. EMC qualifies and supports upwards of one thousand different products and configurations.
- Troubleshooting Symmetrix Inlines, Clariion Navisphere, EMC grabs, HEAT, SP collects, and Debug outputs.
- Created approximately 28 EMC knowledgebase articles

2002 – 2006

Bridgewater State College

Bridgewater, Massachusetts

Telecommunications Assistant - ResNet Technician

- Supervised deployment of access points to achieve campus wide wired and wireless network upgrades for #6 most wireless campus in the country by Intel
- Led effort to setup real-time network latency monitoring throughout the each of the dorms
- Updated website of Residence Network regularly with data, voice, and video related information.
- Shared information on computing security and copyright infringement with students in residence halls.
- Offered direct support to faculty/staff, resolved malware-related issues and solved other technical problems.
- Advised fellow workers on advanced troubleshooting techniques with thousands of hours of online research.

IT Help Desk – IT Support Technician

- Troubleshooting computer, network and printer related issues
- Active Directory password resets and user account maintenance
- Supervised computer labs and taught Microsoft Office.