

STACY L. MATTHEWS

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<http://stacymatthews.com>

Summary

Results-driven professional with 10 years proven record demonstrating exceptional analytical, problem-solving and debugging skills. Technically proficient in numerous programming and software applications. Knowledgeable in manufacturing applications and supply chain management. Strong work ethic with flexibility to adapt to all technical environments. Qualified by academic and professional successes in web technology.

▪ **Key Accomplishments:**

- ✓ Received *Outstanding Contribution Award* for the successful implementation of web-based J2EE application, which was deployed for use by the organization's entire worldwide sales channel. Saved \$250K in programming and consultant fees.
- ✓ Significantly improved sales channels operations for order entry and customer contract administration with deployment of document generation module integrated to J2EE application.
- ✓ Consistently recognized for *outstanding or exceptional performance*.
- ✓ Completed Certification in Production & Inventory Management (CPIM).
- ✓ Completed Certificate in Web Design and New Media (KIP).

Education

Georgia Institute of Technology (Bachelor of Science 1991)

School of Textile Engineering

- Computer Science Curriculum - 2 Years

Kennesaw State University (2007)

- Kennesaw Internet Professional (KIP) - Certification in Web Design and New Media
 - PHP/MySQL - Content Management Systems Certificate

Skills

Programming/Scripting Languages: XHTML, HTML, CSS, JavaScript/DHTML, ASP, JSP, PHP, ActionScript, VisualBasic, Java

Databases: Oracle 10G, Microsoft SQL Server, MySQL, DB2

Web/Application Server Platforms: Apache Tomcat, Microsoft IIS, Weblogic, JBoss

Tools: Adobe Photoshop, Illustrator, Macromedia Dreamweaver, Flash, Microsoft Visual Studio, MS Visual SourceSafe, TortoiseSVN, TOAD, Eclipse

Applications: MS Office (Word, Excel, Access, PowerPoint, Project), MS Visio, Primus, Applix CRM, CaliberRM, MAPICS XA

Professional Experience

Software Engineer (05/09– Present) Product Support Engineer (09/08– 05/09)

Silverpop Systems, Inc. – Atlanta, GA

Define, design, implement and test software applications using a variety of technologies, including, but not limited to: Java/J2EE, Oracle PL/SQL. Javascript, HTML and scripting languages.

Interact with Product team to clarify requirements and collaborate on implementation of enhancements. Interact with QA team to define test plans and test data. Identify, reproduce, document fix and verify defects.

Provide third tier support to customer managers and support teams. Extensive use of SQL and database mining to troubleshoot software production issues and defects. Created PL/SQL stored procedures and/or anonymous blocks for data reconciliation.

Principal Product Support Analyst (3/06 – 7/08)

Infor Global Solutions, Inc. - Alpharetta, GA

Provide technical product support to ERP Manufacturing/Planning applications to external customers focused on Client/Server technology. Utilized troubleshooting techniques to include teleconferencing, debugging, error log generation and analysis.

- Apply communication, analytical and problem-solving skills to efficiently identify and resolve client/server Java Web-Start and ERP application issues.
- Provide technical customer support via telephone, email and internet/intranet sites.
- Collaborate with programmers to analyze complex application issues.
- Identified known defects and fixes to resolve problems.
- Write technical solutions and document resolutions in Primus Knowledge Base.

Systems Analyst/Software Engineer (11/02 – 3/06)

Infor / formerly MAPICS, Inc. - Alpharetta, GA

Performed lead role and implemented web-based price configurator extension to CRM and e-commerce proprietary solution. Customized solution within n-tier J2EE environment utilizing EJBs, JSP/servlets and JDBC API. Lead full development life cycle through implementation and provided subsequent on-going enhancements and support.

- Facilitate cross-functional teams to define business rules and functional requirements for software enhancement projects.
- Used Visio to develop prototype modeling and customizations for product configurator software.
- Resolved application issues within configurator Java Applet.
- Code, modify, test and debug complex JSP programs for J2EE application.
- Used SQL queries to perform database analysis and resolve e-commerce cart issues.
- Performed updates and administration on SQL Server.
- Administered CaliberRM, Weblogic and JBoss servers.

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Senior Applications Analyst/ Applications Specialist (7/99 – 11/02)

MAPICS, Inc. - Alpharetta, GA

Provided customer support of technical issues for the ERP Customer Order Management and Manufacturing/Planning applications. Simultaneously worked with Marketing Director to retrieve business rules for product sales from macros within Excel application. Identified as functional expert for knowledge obtained through research.

- Apply communication, analytical and problem-solving skills to efficiently identify and resolve client/server Java Web-start application and AS400/DB2 system issues.
- Implemented Primus knowledge based solutions database.
- Successfully reverse engineered legacy Sales pricing application using Visual Basic and Excel for conversion to web based application.

Early Professional Experience

Help Desk Consultant (1/98 – 7/99)

DatateX -TIM, Inc. - Alpharetta, GA

Recruited to establish Help Desk for North American office. Document and track status of customer inquiries, coordinate appropriate response through troubleshooting and testing, and follow-up to ensure satisfaction.

- Provided level 2 and 3 telephone support to customers and internal consultants for DatateX -TIM ERP application suite.
- Implemented an internal test system and training environment.
- Conducted testing and maintenance of new releases and distribution to customers.
- Designed, created and implemented the internal Customer Management/Call Tracking system using Access database and Visual Basic.

Quality Control Manager/Safety Officer/Buyer-Planner (1997 – 1998)

Nylco/Worthen Industries – Newnan, GA

R&D Product Designer/Management Trainee/Supervisor (1992- 1997)

Forstmann & Co., Inc.- Dublin, GA

References

Available upon request.

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