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| Software Engineer  Heather Fucci  [heather@fucci.dev](mailto:heather@fucci.dev) | [fucci.dev](https://fucci.dev) | |  |  |
|  | **Objective** |
|  | I seek to provide my skills in software engineering across the stack to organizations designing creative and robust modern technology services and solutions. I love tech and thrive on novelty and being in an environment of continual learning and experimentation. |
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| Experience (cont. on next page) | December 2020–Present  XOC Analyst II Covestic @ Microsoft  In this position I manage incidents relating to Xbox service impact, performing initial triage investigations. I am responsible for driving incidents toward resolution by engaging relevant resources. I also provide public service announcements regarding Xbox services via Twitter  **In my time off during this position:**  I built a home server for email, files, testing, self-hosting, and React/full-stack development with PostgreSQL and Docker.  October 2017 – September 2020  Repair Technician Zebra Technologies Inc.  My *primary* responsibility in this role was to troubleshoot, repair and test MC67 devices at a certain rate of production.  In this role I also:   * acted as front-line tech support for my team (onsite IT had a 2 day queue) * wrote software in C# and JavaScript to interface with the Siebel SOAP API to allow techs to avoid using the Siebel CRM web app, after meeting production quota * wrote a solution for an issue with the Windows MC67 driver that was causing lost productivity through PC replacements for our team after 1024 devices * I reported issues seen early in the deployment of a new internal Python CLI application that led to all tech’s PCs needing replaced or reimaged * joined a project building an application in C# and T-SQL with a Node/Chart.js web layer for tracking the recycling of main board components, building a usable dataset and eliminating human error from manual data entry * joined an internally open-sourced Angular project.   **In my time off during this position:**  I wrote playlist utilities for myself in Java and C#, created WebVR sites with AFrame/three.js, and played with writing an OS kernel in Rust.  January 2016 – September 2017  Technician III Walmart Home Office Client Support  Internal call center help desk for Active Directory, Exchange, BitLocker, Office, and Mobile Device Management support. |
| Experience | May 2015 – January 2016  Systems Consultant Complete Computers Solutions  In this position I provided B2B technical support and system administration at billed rates. I was responsible for coordinating with the client, understanding their issue or business requirements, and working towards the needed support or solution. I deployed and created documentation for web servers, email exchange, Active Directory, networking, and backups for a variety of local small businesses. The occasional client would contact us to build a simple HTML+CSS site or do troubleshooting on their VBA/Access code base.  **In my time off during this position:**  I built a home media server and AD domain for management of my family’s devices and media, and installed preview operating systems on my personal and mobile devices.  May 2014 – February 2015  **Support Analyst** CompuCom Inc.  In this position, I was a front-line chat + call-center support analyst for Walmart Associates and CompuCom field technicians. I was expected to manage ticketing for each incident and provide FCR troubleshooting for 30 calls per day. There were two primary kinds of call, with some difficult outliers: Store Associates with PC/TC email/image issues, and field technicians needing server-side support for hardware replacements. To meet FCR, I wrote batch and PowerShell Scripts to resolve stuck TC updates, allow unattended PC image reinstallation, solve corrupt Outlook profiles, and bash scripts to automate printer installation on AIX and RedHat servers. The difficult outliers were A/V and network issues, due to those issues being owned by another team.  May 2013 – May 2014  **Support Engineer** QED Transcription/QV Systems  This position began as a part time helpdesk position in a 5 person IT staff providing EHR support for medical provider clients and technical support for remote transcriptionists in our organization. My initial responsibilities were logging and basic OS troubleshooting, and I was hired on full time very quickly. Shortly after, our IT director departed, and my role rapidly grew. I automated my logging responsibilities with batch, MS-JS, and Perl scripts against our MySQL journal database and used what I learned to take on EHR support tickets for backend Postgres database issues. I further used what I learned to track down and solve bugs in the Java codebase of the application used by our transcriptionists. Because of my familiarity with the codebase, when XP support was ending and the new HIPAA omnibus released, I was tasked with updating it for Windows 7 compatibility and the new requirements. I also created an image for deploying Win7 to remote machines and was working on containerizing our server applications to modernize our hardware use patterns.  **In my time off during this position:**  I purchased for-parts laptops, flat panel TVs, and cell phones to repair and sell or repurpose. I followed the Windows 8 Developer Preview cycle and contributed feedback and bug reporting. I developed Windows 8, Windows Phone 8, and Android applications. I administrated Minecraft servers and FTP shares and contributed to open-source projects in the Zune community. |