

# **ELIZABETH TRITTHART**

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## **Creative and Technical Innovator**

Always learning and innovating processes for increased efficiency and effectiveness. A natural builder of tools to support agents and customers to identify processing errors using collected data. Data patterns generated with these tools can be used as foundations for algorithm generation for machine learning and AI decisioning for cloud products resulting higher quality ratings and faster defect resolution times.

## **Qualifications**

Experience supporting SaaS and PaaS Cloud CRM products – Oracle Service Cloud  
Blackbox troubleshooting expertise – working without code access  
Exceptional experience writing and testing MySQL queries  
Scripting in php, bash, \*nix shell, and javascript  
Reads and understands developer documentation  
Active participant in Agile/Scrum environment with development teams  
Troubleshoots php, C and C# .net and java software, server and client side, familiar with widgets, web pages and MVC development - prior development team experience  
Experienced with Web developer tools and their use in product support  
Experienced in successfully advocating customer needs to product managers.

## **Accomplishments**

Accomplishments at Oracle: Hired on as a Technical Support engineer in customizations and progressed to Technical Team Lead for both teams in 2 years. Worked to build bridges between support and development by requesting and receiving permission to participate on several Scrum teams. Was a voting member of the Technical Architecture Review Committee for the Technical Support group for 3 years. Participates in Core API design team meetings as part of personal interest in development activities. Became familiar with the product life cycle management as it pertains to Oracle Service Cloud and its integrations, attends Green Room meetings on behalf of Support Organization. Developed a data visualization toolkit for processing XML data and tracing files.

Earlier Accomplishments: Developed and supported integrated computer networks for a community that included Yellowstone National Park. Designed and supported multi-faceted communication networks to support national companies. Provided lead engineering support for rapid development and deployment operations Developed and implemented backup and disaster recovery plans to support financial services and telecommunications company operations Largest number of users directly supported - 2500 Largest direct reporting staff managed -15 Managed capital budgets in excess of \$6.5 million Developed inventory management programs to save \$80 million Provided network security for more than \$250 million in electronic payment transactions annually. Developed policies, procedures and documentation as needed for all of the above mentioned items, Managed emergency call out and response for service outages.

## Relevant Professional Experience

- Oracle Senior BDE Engineer Technical Support – Oracle Service Cloud Bozeman, Montana
- Frontline Processing Bozeman, Montana  
IT department management \* PCI compliance \* website development \* security\* system administration.
- Montana State University Bozeman, Montana  
computer support technician for MacLab and professors \* implement WebCT for Art courses.
- Lucent Technologies Murray Hill, New Jersey  
software development \* integration of application to database layer \* source code control.  
installation packaging \* test environment administration \* support documentation development.  
lead technical support.
- Consultant to Verizon Wilmington, Delaware  
programming \* technical support \* relational database design \* testing
- The Swan & Raven, Inc. West Yellowstone, Montana  
developed and implemented business plans \* financial operations \* customer support.  
network engineering (wireless and wireless, Internet and Intranet) \* software development \* data administration human resource administration.
- Verizon (New Jersey Bell ) Wilmington, Delaware  
telecommunications network engineering \* planning engineering \* capital budget management  
software development \* system administration \* technical support

## Education and Training

- Bachelor of Science: Electronics Engineering Technology Minor in Industrial Engineering  
The College of New Jersey  
GPA: 3.0  
Electronics Engineering Technology
- Bachelor of Fine Arts - Studio Arts  
Montana State University  
GPA: 3.92
- Certification in Jacquard Weaving and Computer Aided Design, Fondazione Arte della Seta Lisio  
Florence, Italy
- Various continuing education courses offered through employers for software design and support and product management.