

SCOTT WILLIAM KANZELMEYER

363 Loma Ave.

Long Beach, CA 90814-2746

H - (562) 439-2031

W - (562) 797-2323

scott@kanzelmeyer.com • <http://scott.kanzelmeyer.com>

Functional skills

- Custom system (software and hardware) requirements verification and validation.
- Test Director, Team Lead, and Training Lead.
- 15+ years experience installing hardware and software and training operations personnel in both domestic and international situations.
- Extensive experience in technical support, both in the field and by phone (helpdesk).
- Installation, maintenance, and support of network hardware, software, and Internet access.
- Installation and support of software on both Microsoft and UNIX based systems.
- Configuration/support of Sun Microsystems, Silicon Graphics and Intel-based hardware.
- Experience with programming in C++, Java, PL1-PL/C, FORTRAN, and Assembly.
- Experience with MS Access, Oracle 9i, and SQL.
- Designing, implementing, and maintaining WWW sites, including HTML, PHP, SSI, CSS, Perl, and JavaScript.
- Photoshop, Macromedia Director, and Sound Forge experience.

Education

Rochester Institute of Technology (Rochester, NY) May 2008

Master of Science in Software Development and Management

Rochester Institute of Technology (Rochester, NY) May 2004

Bachelor of Science in Information Technology, Literature and Cultural Studies minor

Programming and Software Engineering coursework in the Computer Science department

Golden Key International Honor Society - Graduated with Highest Honors.

The Pennsylvania State University (University Park, PA)

Computer Science program of study with Integrated Circuits and Computer Programming

The Boeing Company (Seal Beach, CA) 2004-Present

Systems Engineer III involved with a large-scale software and hardware integration project.

Writing and updating of requirement verification strategies and converting verification strategies into verification modules (VMOD). Debugging and executing VMODs and

validation test instructions (VTI) prior to and during formal test events. Serving as a Test Director during formal test events and daily operations. Manning of system positions during

normal operations in support of VMOD and VTI debug and formal test events. Data architect and design maintenance of custom database applications projects in support of test

events. Special project to conduct forensic test report search in support of verification tracking and a requirements verification sell-off panel. Quality First award winner 2007.

Originally hired as a Programmer/Analyst-Science/Engineering III.

The Sutherland Group (Rochester, NY) 2000-2002,2004

Helpdesk Engineer providing layer 1 and layer 2 phone-in technical support for DSL and two-way satellite broadband Internet access. Diagnosing connection problems, dealing directly with providers to resolve line problems, evaluating network connectivity and TCP/IP issues, and escalating issues to layer 3 support with recommended solutions. Hired as Senior Helpdesk Technician and promoted within 6 months and assigned Team Leader role.

Centroid, Inc. (Howard, PA) 1998-2000

Applications Engineer providing phone-in technical support to end-users and field service technicians for PC based motion control systems used with CNC mills and lathes. Responsible for technical support area and troubleshooting and repair of units returned for evaluation. Provided sales technical support both in-house and at trade shows, domestically and internationally.

AccuWeather, Inc. (State College, PA) 1993-1998

Senior Client Systems Representative with national and international travel in support of sales team, installation of television graphics systems, and training of operations personnel. Custom setup of client specific software configurations, installation of Silicon Graphics workstations and Intel based PCs operating under Irix 6.3, Windows 3.11/95/NT and DOS with subsequent training on-site in hardware operation and both proprietary and off the shelf software packages. Setup of booths and equipment, operation of demonstration equipment, and fielding of technical sales questions at trade show locations. Setup and operation of equipment in support of client site sales demonstrations. Provided technical phone and on-site support for client hardware and software. Promoted from Systems Operations training and installing client systems and supporting in-house hardware and software clients.

Integrated Computer Solutions (State College, PA) 1991-1993

Technician supporting AutoCAD installations including assembly of Intel based microcomputers and setup of Sun Microsystems workstations, installation of standalone and networked AutoCAD workstations, training at client site in hardware and software including PC and Sun workstations, AutoCAD and add-ins, LANtastic, DOS, and Windows. Also sales support and technical support by phone and on-site for both hardware and software.

Trimarchi (State College, PA) 1990-1991

Worked all aspects of production including assembly, testing, and repair of a network-wide backup device and DEC compatible hard and optical disk and tape mass storage sub-systems.

Swan Technologies, Inc. (State College, PA) 1987-1990

Manager of Product Development responsible for compatibility testing, production line problem solving, and new product introductions. Promoted four times in two years. Other positions included assembly of custom hardware configurations, technical support for PC hardware and software, training technicians, microcomputer repair, special projects, defining and implementing new procedures, and assembly of PC/XT/AT compatible microcomputers.

Additional Information

Current active SSBI.