

J. Scott Fabling

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SUMMARY OF DELIVERABLES

- **Front-Line Tier I/II Virtual Technical Support for Windows, Macintosh, Tablets, and SmartPhones; including configuration and integration of a wide-range of peripheral devices.**
- **Connect remotely, via the Internet, to Windows and Macintosh platforms experiencing a wide range of maladies and perform Break/Fix Repairs, Malware Abatement, and troubleshoot Core Application Configuration and Operational Functionality issues.**
- **While remotely interfacing with Telecommunications Front-End Diagnostics applications, assist Customer with Diagnosis and Configuration of both IEEE 802.11 Hardwired and WiFi Network Connectivity to the Internet.**
- **While remotely, interactively connected to the Customer's computer system, assist Customer with Diagnosis and Configuration of 3rd-Party Applications and Peripheral Devices.**
- **Facilitate Customer Account Maintenance.**
- **Provide limited Customer Training and Tutorial support while guiding Customer to follow-on Education sources.**

PROFESSIONAL EXPERIENCE

SUPPORT.COM, INC. (SDC), Redwood City, CA

Mar 2010 - Jan 2014

Virtual Solutions Engineer

Provided a Virtual Front-Line Tier I/II Support Desk consisting of detailed Solution Engineering Support for Windows, Macintosh, Tablets, and SmartPhone related issues. First year averaging 200 Break/Fix deliveries per month for 1700 National HomeDepot and Staples store kiosks. Year 2-3 delivering an average 100 Comcast Xfinity Signature Support service calls per month.

FOURTH DIMENSION INVENTION (FDI), Stuart, FL

Oct 2000 – Present

Principal

Consulting program/project manager and engineer to corporate and governmental construction and relocation projects for new build and renovation initiatives. Successfully completed numerous engineering projects for customers including Coors, Encompass and Chipotle (division of McDonalds). WEB enabled database management systems using XHTML, VBScript, JavaScript, SQL, & XML.

COMPUWARE CORPORATION, Englewood, CO

April 2001 – Oct 2001

Consulting Engineer

Contract Placement – Data Security Control Organization – First Data Corporation - Design New \$3M Internet Intrusion Deterrence Monitoring Center – Facilities, Environmental, Systems, Networking, and Development Laboratory.

EQUIPMENT CONSULTING, INC. (ECI), Englewood, CO

Sep 1998 - Oct 2000

Professional Services Division Developer and Consulting Engineer

Primary engineering design and construction consultant on multiple new governmental and civil manufacturing and office facilities. Provided full program management life-cycle development from physical plant to logical network design. Developed operational delivery policies procedures, standards and practices (PPSPs) for SunMOVES, a division of Sun Microsystems, Inc. Increased gross revenues by \$20M.

LANTECH, INC., Englewood, CO

Mar 1997 – Aug 1998

Professional Services Division Developer and Consulting Engineer

Developed and implemented Professional Services Division – Business Plan / Marketing / Sales / Products / Delivery – Increased gross revenue base by \$35 Million. Primary systems engineering consultant for engineering, construction design and implementation of new \$300M Quantum Corporation engineering and manufacturing facilities across Colorado.

FIBER OPTIC TECHNOLOGIES, INC., Englewood, CO

Apr 1994 – Mar 1997

Director of Engineering

Management of the Network Engineering Services Division. Large engineering projects included United Airlines 2,500 European Travel Agent X.25 communications gateway, ICG Communications NOC to 22 Central Offices WAN and telco equipment SCADA/RS-232 IP-tunnel provisioning and trouble alert platform, HUGHES Satellite Systems RS-442 bi-sync fiber optic long-haul project, Microsoft Corporation HQ Ethernet network design and on-site support program, and hundreds of LAN/WAN projects.

EDUCATION

Masters of Science, Management Information Systems • University of Denver

Bachelors of Science, Computer Management Sciences and Business • Metropolitan State College of Denver

Certified Netware Engineer (CNE) – Certified Banyan Engineer (CBE)

Published, Co-Author “Networking with Banyan Vines”

Insurance Agent – Florida #E186602 – Resigned 2008