

## Seth J. Floyd Jr.

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**Objective** - To obtain a position that advances my experience and challenges my knowledge of Oracle database administration.

### Relevant Work Experience

Silverpop Configuration Management Engineer Aug. 2010 - Present  
Using various tools I compile code and deploy it to test environments for QA testing. Some of the tools I use are Hudson/Jenkins, ControlTier, Ant, Ivy, Liquibase, and Artifactory. I also developed scripts, processes, and documentation for the team to aid in day to day tasks. This position requires good troubleshooting skills, the ability to learn things on your own and quickly, and also good team work with other departments and teams such as QA, Release management, and Engineering.

Silverpop Senior Support Specialist May 2008 - Aug. 2010  
I provided second line support to Tier 1 teams and clients using Silverpop Engage. I worked as a backup and lead to Tier 1 teams, handling escalations and interacting with other departments such as Professional Services, Engineering, and Network Operations. In addition, I also took on special projects to create better processes for our department, interactions between other departments, and between clients and support. This role requires extensive problem solving, comprehensive troubleshooting, and excellent documentation and communication.

Silverpop Client Support Specialist Sept. 2007 - May - 2008  
I provided front line phone and e-mail support to clients using Silverpop Marketer. I utilized my excellent interpersonal communication and customer service skills to receive, understand, analyze, troubleshoot and resolve client questions and concerns with Silverpop e-mail software products and services in a timely manner. I also tracked client issues through to satisfactory resolution, escalating issues as appropriate and insuring that the client received excellent service. In addition to helping current clients, I provided training and technical assistance to prospective clients and employees as needed. Another function was to update the client self-help knowledge base and provide input into ongoing product and service development based on experiences with clients.

AIS Computers Technical Consultant April 2007 - July 2007  
I was an outside technical consultant that traveled to clients' offices and performed the duties requested. These duties included hardware repair, network trouble shooting and repair, network design and implementation, software installation and trouble shooting, and the full course of project management from design through completion. This position was very project management oriented. A few of the projects I was tasked with were the design of a 3 tier architecture system for The Fayette Citizen newspaper's website. This included design, configuration, and implementation of a Redhat Linux based application server, database server, and content server. Another large project was traveling with the Tour de Georgia bike race and setting up wired and wireless access for the press at each finish line. This required close coordination with local ISPs in the area at each location.

United Realty Group Information Systems Manager Feb 2003 - Feb 2006  
Maintained and repaired workstations that agents and clients use. I kept software updated and performed backups as required. This position also required me to troubleshoot and connect users to a network based print server.

Omni Tech Solutions Owner - Technology Consultant Dec 2001 - April 2007

Owned and operated a technology consulting company that both implemented, and supported networks, multiple server setups, VPN and firewall configuration and designed backup systems for clients. I also advised the upgrading of hardware and software.

Transdevelopment Contract Position March 2000 - April 2000  
Redesigned and implemented an office network, including backing up all computers to tape, reconfiguring the server, and upgrading all of the workstations to perform as required.

Mindspring / Earthlink Senior Web Hosting Technician July 2000 - Oct 2002  
I served as a single point of contact for MindSpring / Earthlink Commercial Web Hosting customers. Using Free BSD Unix, I would troubleshoot FTP, CGI, DNS, mail, and general website issues including html code. I came in contact with Solaris, Digital Unix, and Apache daily where I would edit zone files, correct permissions, copy and back up files, and correct errors in the back office of e-commerce packages, such as Miva Merchant. I was also in charge of the department's website. I handled full design and content. This position also required knowledge of broadband connections and the ability to troubleshoot those connections. We used People Soft and Vantive for ticket tracking.

Mindspring / Earthlink Dial-Up Technician Dec 1999 - July 2000  
I supported dial-up connections for clients through email configuration, network setup, and connectivity troubleshooting. This position required in-depth knowledge of TCP-IP and DNS.

Eltrax Support Technician March 1999 - Dec 1999  
I performed technical support for property management systems in the hospitality industry using SCO UNIX to access the properties and perform software upgrades and correct system errors.

## Skills

Languages and Networking - PHP, XML ,Apache, PL/SQL, DNS, TCP/IP, Shell Script (bash)

Operating Systems - Windows 2000 Pro and Server / XP Pro, FreeBSD, SCO Unix, MAC OS X and XServe, Redhat Linux, Ubuntu, CentOS, Oracle Enterprise Linux

Other Skills of Use - People Soft, Vantive, Salesforce, Oracle 11G - Grid

## Education

Salesforce Administrator October 2011

Oracle Database Certified Associate March 2011

Georgia Southern University, Statesboro, GA May 1999  
Bachelor of Science Major: Hotel and Restaurant Management

Ameritrain, Atlanta GA, Microsoft Certified Systems Engineer Curriculum November 1998