

Francis (Ricky) A. Nelson

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Education and Training

Bachelor of Computer Science at George Mason University. Expected Graduation date unknown (taking one class per semester), completed 85 hours with 35 hours to completion.
7 Novell Engineer training courses from Wave Technologies, 1996
Associate in Arts Degree from Lake Sumter Community College, 1993
High School Diploma Leesburg Senior High School, 1990

PC Hardware/Software/Network

MS Visual C/C++ – 10 years; HTML – 10 years; PHP – 7 years; Visual Basic v5.0 – 1 year; QuickBasic v4.5 – 6 months; Java v1.1.8 – 6 months; Macromedia Lingo – 3 months; DOS Batch files;

ClearCase – 7 years; MKS Source Integrity – 6 years; InstallShield; Windows (3.x – 2 years/9x – 4 years/NT v3.5-4.0 – 1 year/2000+XP – 8 years/Vista – 2 years); MS-DOS – 5 years; Novell 3.x/4.x – 4 years; Novell 5.0 – 1 year; Word Perfect – 5 years; MS Word – 11 years; MS Access – 1 year; Visual SlickEdit – 10 years; MS SourceSafe – 3 years; MS FrontPage – 9 years; Unibase by DMAC – 4 years;

Assemble PC from components; Make BNC and CAT5 cable connections; install network cabling; install 10/100 hubs and switches;

UNIX Hardware/Software

UNIX (HP9000/Irix/Sco/Sun Solaris) – 2 years; Linux (RedHat/Ubuntu) – 10 years; GNU C/C++ – 9 years; make – 9 years; vi editor; Unix Shell Scripting – 8 years; Perl – 8 years; Apache HTTP Server – 8 years; Subversion – 4 years;

Mac Hardware/Software

Mac OSX – 3 years; Cocoa/Objective-C – 2 years; Xcode – 2 years; TextMate – 3 years;

Work Experience

MKS (www.mkssoftware.com), Fairfax, VA
July 2000 – Present

Sales Engineer

Responsible for assisting the sales force from a technical perspective. Requires writing scripts, porting software, assisting prospects during the evaluation process by helping them begin the porting process, making suggestions, answering questions and following-up to ensure that they are successful.

Web Developer

Responsible for maintaining corporate website and webstore. Maintenance includes content updates, security enhancements, new and/or updated forms, managing products for sale in the webstore, pricing, taxes, and interfacing with merchant provider.

Full Life Cycle Product Development

Helped design, implement, test, and debug the AlertCentre project coded in Perl, PHP and C++. AlertCentre is an application availability monitoring solution. Learned how to code in Perl and PHP from this project. Responsible for writing and maintaining the Perl scripts which perform the functionality of the project. Occasionally write a PHP interface when backend piece requires it. Have also worked on the C++ COM component.

Data Management Assistance Corporation (www.dmac-unibase.com), Winchester, VA
June 1996 – 2000

Programmer Analyst

In 1999 was promoted to development coding in ANSI C on all of these platforms (Novell, Windows NT, Unix machines - HP 9000, Silicon Graphics, Sun Solaris, SCO Unixware, and RedHat Linux). First project was to port latest version of Unibase by DMAC product to HP9000 Unix system. A port immediately followed that project to the SCO Unixware system. Also occasionally fixing bugs for the product on all mentioned platforms. Before moving into development, trained the person who was to take my current position as Network Administrator and Help Desk support.

Full Life Cycle Product Development

Helped design, implement, test, and debug a project coded in C++ that required creating a COM component out of the Unibase by DMAC system so that it would plug into a third party package. Learned all about Microsoft's COM and ATL from this project. Currently working on new web browser interface written in Java for the Unibase by DMAC system. Have worked on all parts of this project from design, thru implementation, to testing debugging. Learned from this project how to code in Java.

Certified Network Administrator

In 1999 designed and implemented an in house intranet web site. Consisted of building server from components, installing Novell v5.0 server software, getting Netscape web server up and running, designing the web site, writing the code, and getting all client machines the ability to access to the completed internal web site.

Tier 1 and 2 Help Desk Support

In 1997 began working on the Help Desk over the phone to help resolve customer problems. Learned to setup and duplicate customer problems, and code in the Unibase by DMAC AID language. This quickly escalated to Tier 2 Help Desk Support where I learned to document the problem and set it up for development.

In 1997 began traveling to customer sites to get network hardware/software installed and in useable state for multiple users, install Unibase by DMAC system, and personally train end users. Over past 3 years have successfully completed around 10-12 installs in various locations throughout the United States.

Tier 3 Help Desk Support

Worked with the Quality Assurance department to resolve issues with the Unibase by DMAC system. Solutions included writing the code needed to resolve system anomalies. Languages used, C, and Unibase by DMAC's proprietary language called AID.

Developer

In 1997 completed a project using Macromedia director to create a presentation of the Unibase by DMAC product for sales and marketing. Learned the Macromedia Lingo scripting language from this project.

Certified Network Administrator

Started off in 1996 training for a Novell Engineering certificate and received a CNA. Used this training to maintain and service a 12 Server Network, consisting of Novell, Windows NT, and several Unix machines (HP 9000, Silicon Graphics, Sun Solaris, SCO Unixware, and RedHat Linux) and around 20-25 client machines. Client machines were MS-DOS, Windows 3.x/9x/NT, Linux and OS/2. Also 3 print servers serving 5 printers. Help design and implement the current backup and retrieval system. Currently maintaining this Network.

Certified Network Administrator

Learned to assemble a computer from components, run network cabling and attach connectors, install and configure software, troubleshoot computer hardware and software problems.