

DANIEL W. LOVETTE

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SUMMARY

Proficient technical professional with successful track record in software development and technical support. I craft efficient, elegant, and robust solutions to challenging technical problems. Experience developing web applications and APIs in Python, Ruby, JavaScript, and Java. Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and stellar customer service.

SKILLS

- Software Development
- Python
- JavaScript
- Ruby on Rails
- Java
- Technical Troubleshooting
- Customer Support
- Verbal & Written Communication

EXPERIENCE

Software Development
Consultant

Sparks for Success, Austin, TX **2018 - present**

- Create Ruby on Rails application to help teachers track music lessons, including Postgres database and web hosting
- Collect client feedback to ensure product meets their needs
- Support users and maintain application via bug fixes and enhancements

Pre-Sales Support
Engineer

Proofpoint, Sunnyvale, CA **2016 – 2017**

- Provide configuration help, troubleshooting and best practice advice to clients implementing the Proofpoint suite of enterprise security products
- Research client's issues in a timely manner and follow up with the customer with recommendations and action plans.
- Build and maintain successful relationships with customers, resellers, and partners

Software Developer

Que Interactive, Boulder, CO **2014 – 2016**

- Create schema for MySQL database
- Design and build RESTful web service to deliver data
- Create JavaScript web client enabling end users to search and browse data

Technical Support
Engineer

Sutherland Global Services, Henrietta, NY **2012 – 2014**

- Create Perl and Bash scripts for tasks such as searching logs and querying MySQL databases
- Deliver world-class support via phone and Webex for Proofpoint Enterprise Protection Email Security
- Resolve issues on the Linux command line such as database corruption, network communication failures, slow performance, memory allocation failures, and spam attacks

Software Developer

RightNow Technologies, Fairport, NY **2005 - 2011**

- Design and create voice automation applications which generate Voice XML using JSP/Servlets running in Tomcat
- Maintain and expand web applications using JavaScript, HTML and JSP
- Revolutionize development cycle by creating a rules engine which enables on-the-fly changes to logic on production systems

EDUCATION

Rochester Institute of Technology

2005

Bachelor of Science in Software Engineering