**Marriott IT since 2002**

**Executive Summary of skills**

* HTML / CSS / JavaScript
* PowerShell
* VBScript
* MS SQL
* PHP with MySQL backend (WAMP stack)
* IIS with ASP backend pages
* JIRA
* Selenium
* Salesforce Certified Administrator
* Communication Skills!

**What I did** - Hotel IT 2002 to 2008

**What I learned**

1. Network support (Comptia Network+ Certification)
2. Windows Server management / Windows PC Management (Comptia A+ Certification)
3. Server room maintenance (network cabling, switch management)
4. File sharing for both personal and department group including folder redirection.
5. Windows Active Directory management (users, mailboxes, groups, to support file sharing, printer sharing, email)
6. Backup management
7. How to interact and manage relationships in large thousand room convention hotels. Also, supported the Ritz-Carlton in Boston.
8. Worked on many hotel conversions, re-openings after storms (Katrina), and the opening of the first GPNS hotel ever (Boston Waterfront).

**What I did - Application support end-to-end (HQ)** - GuestWare and ScrerIS

**What I learned**

1. Remote Windows server management
2. Microsoft SQL Server installation and management – used by both applications
3. VBScript / Powershell / Inno Setup .exe packaging
   1. Used personally by me to automate retrieval and storage of server and software configuration information ( Munck1 website and automation)
   2. Used to automate and mass deploy database records and software changes to remote servers.
   3. Used to automate the installation processes.
4. SQL server database automation via VBScript (both local and remote)
5. Creating and implementing installation procedures to drive towards easier management.
6. IIS web server stack – both GuestWare and Sceris
   1. Used to house and offer up with ease complex deployment and installation steps for consumption by field IT. Installation procedures are written in HTML to support input-driven morph ability, resuming, and automated reporting of execution status.
7. Managed the top-level support process, going back and forth between Marriott and the provider.
8. Technically planned large version changes and Server OS updates, documented, and deployed.
9. Worked closely with the Business to gather and create reports and reporting websites for various Guestware Business initiatives. Used websites to display filtering information and use VBScript to generate Excel files that were hosted on MGS.
10. Used WMI remoting to execute SQL on remote database servers to get counts and store back to my own server for reporting purposes. (Created global level reporting where it did not exist before).

**What I did - Application support end-to-end (HQ)** - Transcendent

**What I learned**

1. Web automation with Selenium
2. Keystroke automation with AutoHotkey
   1. Working within the confines of an off-the-shelf web app where administration requires working within the bounds of what the CMS setup UI allows… web browser automation was crucial
3. Used Munck1 web form to streamline the “Work Order Closer” process and save lots of time.
4. Used Munck1 database tables and VBScript to streamline the billing processes for the department and save lots of time. (did the MICs billing for over a year for all the applications).

**What I did - Application support end-to-end (HQ)** – Empower GXP from 2016 to now

**What I learned**

1. Salesforce Certified Administrator. Finished and passed the test first in a group of over 40 people last summer. Deep fundamental knowledge of the main ins-and-outs of the platform.
2. Engineering patterns with the mindset of extendibility and ease of maintenance.
3. As the largest (or certainly one of the largest) SF cloud customers, we have pushed the platform beyond its limits in many ways and I have had the luck to be a first-hand party to discovering and adopting patterns for scale with respect to record sharing/privacy and integration.
4. Apex programming. I have made a few trigger classes myself. I have also made some VF pages. I am usually comfortable making code changes.
5. Data maintenance via external REST calls to Salesforce. The department pays for a Marriott managed Windows server which I named EDMON (External Data Monitoring and Manipulation). This server runs over 30 scheduled PowerShell jobs for:
   1. data fixing,
   2. data deletion,
   3. user maintenance,
   4. access maintenance and auditing,
   5. performance reporting,
   6. setup audit trail reporting (setup change tracking).
6. Splunk event log capturing and reporting including creating Splunk Dashboards.