

MARC COLTEN

🏠 285 Pebble Trail, Alpharetta, GA 30009 ▪ 📞 770-664-7343 ▪ ✉ marccolten@bellsouth.net

— SYSTEM ENGINEER AND PROGRAMMER —

with 20+ years of experience and expertise in

- System Analysis & Design
- Performance Management & Improvement
- Multi-Tasking
- Programming & Innovation
- Administrative & Technical Support
- Time Management
- Network & User Support
- Problem Solving & Analysis
- Communication

Accomplished, results-driven, and experienced IT Professional with strong programming and user support background (C/Linux and DEC/VMS environments) including strong technical, analytical, and people skills. Proven ability to think outside the box and effect change using a solution based mindset retaining the ability to assess most situations quickly and morph into the style that most fits the situation. Committed to quality service and performed responsibilities with professionalism & ethics even under extreme pressure while implementing established standards and procedures.

KEY STRENGTHS

- **Dynamic communication/interpersonal skills.** Maintained exceptional interpersonal & communication skills. Built & maintained healthy relationships, while interfacing confidently with people of diverse levels and backgrounds.
- **Excellent organizational skills.** Developed specific goals/plans to prioritize, organize, and accomplish work. Recognized for cross-discipline talents in needs analysis and problem resolution in fast paced environments.
- **Dedicated, innovative, and self-motivated team player.** Initiated action and follow through procedures to conclusion of any commitment. Reacted flexibly to changes in priority and direction, assumed increased responsibilities as needed, and motivated others to achieve business objectives.
- **System analysis and designing.** Recognized skills in conducting client interviews, performing data gathering functions, creating functional specifications, and chairing document walkthroughs.
- **Programming.** Designed effective and innovative solutions to user problems, coded & tested programs, and worked with vendor products such as **Apriori, WordPerfect, Microsoft Word, Excel and Access.** Programmed **C for Unix, Linux and DEC VMS, Windows C++, DEC OpenVMS RMS, XView, Oracle (including SQL, Forms, Reporter and OCI), Informix, Unix Shell, HTML, JavaScript, Ramis, Fortran, VBA (Visual Basic for Access), WordPerfect Macros.**
- **User support and innovations.** Wrote user & programmer documentation, created user newsletters, and created & automatically updated Web pages to provide useful functions such as data lookup and trouble ticket creation. Developed application generator software to automate routine programming and created programs to simplify RMS data retrieval on DEC VMS systems.

PROFESSIONAL EXPERIENCE

Self-Employed

2001 - Present

- Continued to teach myself programming for my own needs.
- Created **Microsoft Access** tables, queries, forms, reports, macros and **VBA** code to keep track of personal issues.

Programmer ▪ INTERMEDIA COMMUNICATIONS

2000

- Wrote programs in C for **Linux** and **DEC Open/VMS** based systems and programmed interface between PBXs and **EMACS Server-In-A-Box.**

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- Wrote programs to transfer data across networks from multiple Clients to single Server with redundant error management.
- Wrote programs to convert Call Detail records from vendor format to local format.
- Created innovative functions to simplify RMS data retrieval and metrics programs in **Quattro-Pro** to investigate system failures.
- Wrote Feature Specification documents & user documentation and accepted responsibility for various programs in maintenance mode.

Network Support, Programmer ▪ AT&T

1992 - 1998

- Served as Programmer for 12 person group and acted as single point of contact for Trouble Ticket systems, tools, reports, and user interfaces.
- Modified ticket system front end in **OracleForms 6.0** on **Sun Sparc2** workstations to reduce keystrokes and improve productivity.
- Updated data tables which conserved system space and improved system response.
- Programmed user front end and workarounds in **C**, **Oracle OCI** and **Unix Shell Scripts** to supplement system functionality.
- Served as System Administrator and responsible for installations, upgrades, data tables and user logins on **Sun Sparc 2** workstations.
- Created newsletters in **Timeworks Publish-it Lite for DOS** and **CompuWorks Publisher for Windows 3.1** to introduce the new system to group users during the transition period.
- Converted workarounds to create tickets in new system and wrote programs in **C** to convert system alarms into Web pages in **HTML** and **JavaScript**.
- Resolved system problems in **Hewlett Packard**, **Paradyne**, **AT&T**, **Telematics** and **Tau-Tron** hardware and associated software and firmware.
- Wrote programs to create quick tickets for repetitive functions and from Network Alarm Server as well as wrote programs in **C** to convert system alarms into Web pages in **HTML** and **JavaScript**.
- Created a program in **TURBO C++ for Windows**, to help group with complicated off tour pay calculations.

EDUCATION

Bachelor's Degree in English Literature ▪ NATHANIEL HAWTHORNE COLLEGE

Computer Classes ▪ MORRIS COUNTY COMMUNITY COLLEGE