

# Vaughn Spurlin – Sr. Customer Support Engineer

**Know all you can do with your software, and you'll realize possibilities never before imagined.**

Call me a Customer Support Engineer, Web Developer, Technology Evangelist, Software Sales Support, or Technical Author and Trainer. Helping people make their lives work better with computers and software – on the job, on the go, or at home – always draws me in and triggers my creative impulses. Do you want your customers and employees to make the best use of their software tools? Do you want them to know that someone who cares about their success is ready to help? If so, then you want me on your team.

Contact me at [vsmd2.com](http://vsmd2.com).

## **OBJECTIVE**

**Customer Support Engineer** – Use my natural abilities and broad knowledge of computing technologies and operations to help people achieve their goals as individuals and in teams.

- Deep knowledge of computing technologies
- Wide range of business experience
- Excellent speaking and writing abilities
- Fundamental desire to see people doing well, and to contribute to their success
- Optimistic, enthusiastic, creative, adaptable team member

## **EXPERIENCE SUMMARY**

### **Sr. Support Engineer, Consultant, Published Author, Trainer, Team Lead**

- Support Team Lead - Guided a dispersed team of engineers to help users of NetBeans based IDEs develop Web and Java applications with mobile to enterprise scale technologies
- Published Author and Trainer – Wrote articles and tutorials about technologies and tools provided through NetBeans. Created and delivered technical trainings in the U.S. and Europe.
- Business Applications Developer – Created and sustained wide range of applications and tools for multinationals, nonprofits, and small businesses from California to Alaska, with trips overseas
- Currently doing web development for small to medium scale organizations
- Legacy experience – C, SAS, Perl, scripting and assembler languages on Unix, Linux, Windows, IBM MVS, HP3000

## **PROFESSIONAL EXPERIENCE**

### **Independent Consultant:** San Francisco, California (2009 – present)

- Developed web applications for small to medium scale businesses and nonprofits
- Used PHP, Javascript, CSS, HTML on LAMP and WAMP stacks with Wordpress, Drupal, phpBB

### **Sun Microsystems, Inc.:** Menlo Park, California

#### **– Staff Engineer** (2004 – 2009)

- Led support team with engineers in Menlo Park, Bangalore and Prague helping users of web and Java development tools
- Created work processes for product competitive analysis, knowledge base maintenance, team goals tracking

- Created test client for Amazon S3 compatible cloud computing service
- Used Java Standard, Enterprise, and Mobile Editions and related tools on Solaris, Linux, Windows

– **Technical Author** (contractor) (2002 – 2004)

- Wrote articles and code examples about features and technologies in the NetBeans IDE
- Designed, coauthored, and delivered support trainings to Sun field engineers in the U.S. and Europe
- Wrote, reviewed, and maintained Tech Tips and FAQs about NetBeans based IDEs
- Coauthored “NetBeans: The Definitive Guide”, published by O'Reilly, 2002

– **Customer Support** (contractor) (1999 – 2001)

- Supported users of NetBeans based IDEs during rapid product evolution and user growth
- Developed and delivered internal trainings for Sun field engineers who assist customers with NetBeans based IDEs

**Hewlett Packard:** Palo Alto, Santa Clara, and Mountain View, California

– **Software Sustaining Engineer** (contractor) (1993 – 1999)

- Supported global order management systems.
- Developed web based call management tools.
- Used C, Ingres, Perl, HTML, Pascal, FORTRAN on HP Unix, HP3000, and Windows.

– **Development Engineer** (contractor) (1987 – 1993)

- Simulated global cash and product flow to analyze discount policies.
- Created global sales data collection process.
- Used SAS, COBOL, SQL, C, Pascal on IBM MVS, HP3000, and Windows.

**EDUCATION / PROFESSIONAL DEVELOPMENT / PUBLICATIONS**

- B.A., Mathematics – University of California at Berkeley
- [Computer Science Professional Development](#) – UC Berkeley Extension, SAS Institute
- [Corporate training](#) – Management and Productivity techniques
- [Publications](#) – Articles, Blogs, Coauthored O'Reilly book “NetBeans: The Definitive Guide”
- Support Forum Posts – [Sun Developer Forums](#), [NetBeans.org Mailing Lists](#)

**ADDENDA**

- Resume formats – [HTML](#), [PDF](#), [doc](#)
- Blog – <http://vaughnspurlin.wordpress.com/>
- LinkedIn Profile – <http://www.linkedin.com/in/vaughnspurlin>
- [Job History Details](#)