

Daniel J. Schoonmaker

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EDUCATION	Coastal Carolina University - Myrtle Beach, SC <i>Bachelors of Science in Information Systems – Graduated May 2010</i>
EXPERIENCE	IBM Software Group - Business Process Management - Austin, TX <i>Level 2 Technical Support Engineer February 2012 - Present</i> <ul style="list-style-type: none">• Work directly with customers to determine the root cause of potential product defects.• Isolate and reproduce reported customer issues on local Virtual Machines.• Closely examine product source code (Java/JSP, HTML) to debug customer issues.• Assist customers with WebSphere server configurations on both Linux/Windows environments.• Contribute and write technical documents for both internal and external customer access.• Interface with engineering to articulate and prioritize software bugs and enhancement requests reported by customers, consultants, and partners.
	IBM Software Group - TPF Development Lab - Poughkeepsie, NY <i>Staff Software Engineer July 2010 - February 2012</i> <i>Software Engineer Intern May 2009 - July 2010</i> <ul style="list-style-type: none">• Developed C and C++ middleware on the TPF operating system on the System z mainframe.• Developed Java, SOAP based drivers for various automation, function and system testing purposes.• Served as Linux System Administrator for the Development Lab.
	IBM System & Technology Group - System /z Security - Poughkeepsie, NY <i>Middleware Function Test Intern May 2007 - August 2007 & May 2008 - August 2008</i> <ul style="list-style-type: none">• Performed Function Testing on RACF and LDAP Software.• Utilized Java, PERL and XML programming languages on project assignments.• Wrote function test plans and tracked software defects.
	WebMaker Productions - Poughkeepsie, NY <i>Freelance Web Programmer January 2004 - June 2009</i> <ul style="list-style-type: none">• Worked independently as a self-paced, self-motivated freelance web designer.• Directly handled customer relationships and financial accounting work.• Developed professional quality websites using an array of web programming languages:<ul style="list-style-type: none">○ HTML , XHTML, PHP, Javascript, MySQL, Cold Fusion, XML, Photoshop, and Flash
ACTIVITIES	Pi Kappa Phi Fraternity, Eta Pi Chapter - Former Chapter President <ul style="list-style-type: none">• Over a two year period, managed a group of 30-40 individuals.• Mentored members of the organization to set personal goals; educated them on the recruitment of new members; hosted philanthropic events; and develop into successful young professionals.
	IBM: 2012 Emerging Leaders Program, New Hire Network Reverse Mentoring coordinator, Project LEAD facilitator, Engineering Week, and "Take Our Children To Work Day" volunteer
	Coastal Carolina University: Campus judicial board, Student government, Founded campus radio station, Wrote for student newspaper
SKILLS	Java, C, C++, z/Linux, x/Linux, z/TPF, SOAP, RACF, LDAP, PERL, XML, HTML, PHP, Oracle, MySQL, Javascript, CSS, Eclipse, Microsoft Project and Excel, Software System and Function testing skills
REFERENCES	Rico DiMarzio - Director of Customer Care - Demand Media Phone: 512-632-7709 E-Mail: RDiMarzio@gmail.com
	Donna Strand – First Line Manager - IBM TPF Development Lab Phone: 845-435-6467 E-Mail: DStrand@us.ibm.com
	Paul Austin – Senior Software Engineer - IBM WebSphere Division Phone: 845-433-5810 E-Mail: PAustin@us.ibm.com