

Abel Gancsos

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Professional Summary

I am a hardworking, energetic, creative, and knowledgeable Software Developer, with a passion for writing clean, functional, and efficient code for applications in Unix/Linux, Windows, IOS, and Mac environments. I am motivated to ensure that background infrastructure function effectively.

Experience

SOFTWARE ENGINEER | ADVANCED SYSTEMS CONCEPTS, INC | JUNE 2019 – PRESENT

- Addressed bugs and refactored code in the current code base
- Researched specific areas of the code base for improvements
- Troubleshoot tickets escalated from Support
- Wrote scripts to improve process or to meet a specific objective

SOFTWARE TEST ENGINEER | ADVANCED SYSTEMS CONCEPTS, INC | APRIL 2018 – JUNE 2019

- Wrote Test Cases/Point Tests to validate code changes
- Performed steps in Test Cases/Point Tests to validate code changes
- Wrote Unit Tests to perform validations during build or deployment time
- Refactored code base
- Worked on troubleshooting/research items escalated by Support

TECHNICAL SUPPORT TEAM LEAD | ADVANCED SYSTEMS CONCEPTS, INC | JUNE 2016 - APRIL 2018

- Activated and worked on escalations that were sent up from the team
- Ensured that SLA's were not being broken by the team
- Approve new articles created by the team
- Maintained the Support production servers, particularly the Oracle servers
- Reviewed closed cases to ensure that they were closed appropriately
- Distributed and reassigned cases according to availability and severity of the issue
- Conducted conflict resolution when an issue was escalated to the Account Manager
- Built automation COM scripts in PowerShell, VBScript, and C#
- Provided solutions to complex new problems based on available integration options
- Guided customers on best practices
- Troubleshoot and resolved complex non-functional automation workflows
- Built internal utilities for improving tasks
- Communicator between Support and Engineering
- Reproduced bugs in-house

TECHNICAL SUPPORT ENGINEER | ADVANCED SYSTEMS CONCEPTS, INC | MAY 2015 - JUNE 2016

- Installed and configured databases as well as upgraded databases from customers (Oracle and Microsoft SQL)
- Built automation COM scripts in PowerShell, VBScript, and C#
- Provided solutions to new problems based on available integration options
- Assisted sales with demonstrations and use cases
- Assisted customers to build out their workflows and provided guidance on best practices
- Troubleshoot and resolved non-functional automation workflows
- Knowledgebase article review and creation
- Built internal utilities for improving tasks
- Communicator between the customer and Engineering
- Reproduced bugs in-house

Education

MASTERS OF SCIENCE IN SOFTWARE DEVELOPMENT | SEPTEMBER 2018 | BOSTON UNIVERSITY

BACHELORS OF SCIENCE IN COMPUTER SCIENCE | DECEMBER 2012 | WILLIAM PATERSON UNIVERSITY

Certificates

- **SCRUM MASTER ACCREDITED CERTIFICATION | DECEMBER 2017 | INTERNAL SCRUM INSTITUTED**
- **SCRUM CERTIFICATION FOR JAVA DEVELOPER | NOVEMBER 2017 | INTERNAL SCRUM INSTITUTED**
- **SCRUM CERTIFICATION FOR MOBILE DEVELOPER | NOVEMBER 2017 | INTERNAL SCRUM INSTITUTED**

Skills & Abilities

- Objective-C, Swift, C/C++, Perl, Python, Java, Lua, Bash, Batch, VBScript, C#, PowerShell, PHP, CSS
- OS: Unix/Linux, Mac OS, iOS, Windows
- Databases: Oracle, MySQL, SQLite, Microsoft SQL, SAP HANA
- Integration: Oracle, SAP Netweaver BW, Terradata, SAP Business Objects
- Other: Silk Central Test Manager, XCode, Putty, Bloodshed Dev C++, BlueJ, Jira, sysprep, MS Visio, VirtualBox, VMWare, PowerShell ISE, Salesforce, TFS, ActiveBatch, Hyper-V, Visual Studio