

Abel Gancsos

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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 TEST ENGINEER | ADVANCED SYSTEMS CONCEPTS, INC | APRIL 2018 – PRESENT

- Wrote Test Cases to validate code changes
- Performed steps in Test Cases to validate code changes
- Wrote Unit Tests to perform validations during build or deployment time
- Wrote Coded UI Tests
- 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 are not being broken by the team
- Had standup meetings with the team to review cases that have broken SLA or are in warning status
- Approved 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
- Reviewed re-opened cases to ensure they were re-opened due to a recurrence of the issue or if it was due to a new issue
- Distributed and reassigned cases according to availability and severity of the issue
- Conducted conflict resolution when an issue was escalated to the Account Manager
- Installed and configured databases as well as upgraded databases from customers (Oracle and Microsoft SQL)
- Built automation COM scripts in PowerShell, VBScript, and C#
- Built migration tools and converters in C++ and Java
- Provided solutions to complex new problems based on available integration options
- Guided customers on best practices
- Troubleshoot and resolved complex non-functioning automation workflows
- Built internal utilities for improving tasks
- Email approvals and assisting team members
- Communicator between the 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
- SME (Integration): Oracle, SAP Netweaver BW, Terradata, SAP Business Objects

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 | INTERNATIONAL SCRUM INSTITUTE**
- **SCRUM CERTIFICATION FOR JAVA DEVELOPER | NOVEMBER 2017 | INTERNATIONAL SCRUM INSTITUTE**
- **SCRUM CERTIFICATION FOR MOBILE DEVELOPER | NOVEMBER 2017 | INTERNATIONAL SCRUM INSTITUTE**

Skills & Abilities

- Objective-C, Swift, C/C++, Perl, Python, Lua, Bash, Batch, VBScript, C#, PowerShell, PHP, CSS
- OS: Unix/Linux, Mac OS, iOS, Windows
- Databases: Oracle, MySQL, SQLite, Microsoft SQL
- 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