

Joe Feocco

Senior Support Engineer

☎ (315) 604-7410 @ joe@feoc.co 🌐 feoc.co

SUMMARY

My background isn't traditional. I have little formal education. But I was raised on technology and my curiosity with it has rarely wavered. Whether it's from books, projects, or online learning platforms, I'm always focused on learning more about any weaknesses I have.

Blackboard's mission to reimagine education has driven my success. My career has given me the mentorship and resources to learn a wide range of technologies and software management methods. A focused & upbeat attitude makes communication my strongest asset. I hope to bring this passion with me and solve new sets of problems while building software.

EXPERIENCE

Senior Support Engineer

Blackboard, Inc. 04/2017 - Ongoing Remote

Blackboard's Learning Management System is an industry leading Java application heavily utilized by K-12, Higher Education, and Enterprises. Support Engineer's work with administrators and developers to integrate services, address bugs, and resolve any concerns with the software.

- Presented cross-training sessions and mentoring of platform specific teams into one team to address all clients and platforms.
- Created and promoted use of team specific and support wide Slack channel's to enable consistent and helpful communication to client's.
- Proactively communicated and served as a leading voice on our newly launched community site for system administrators and developers.

Support Engineer

Blackboard, Inc. 09/2014 - 04/2017 Washington, DC

- Created SQL Server query set's for quickly gathering and identifying issues with database performance and blocking, extreme growth in TempDB, transaction logs, and low page life expectancy.
- Created Python application, bbLogs, to parse logs for exception's, requests, counts, known bugs, and create an HTML report with data.
- Wrote documentation for Student System Integration automation, JMX Monitoring, JVM configuration's, thread dump analysis, etc.
- Attended Blackboard World to work in Knowledge Bar, view and answer questions in sessions, and work with key clients on hot issues.

Blackboard Subject Matter Expert

Sutherland Global Services 12/2013 - 09/2014 Remote & Rochester, NY

Sutherland provides global technical support for Blackboard's system administrators, developers, and instructional designers.

- Managed team of support technician's to prioritize work, meet SLA's, verify identified issues, and complete work requiring the root user.
- Held weekly one on ones with new and current Support members.

Blackboard Technical Support Manager

Sutherland Global Services 03/2013 - 12/2013 Remote & Rochester, NY

- Worked closely with service delivery manager's to provide analysis of issues, establish maintenance plans, and provide resolution's.
- Managed high-volume of support cases, built a positive rapport with admins, and effectively communicated with our diamond-level clients.

PROJECTS

Latin American Support Training

07/2017 Bogotá, Colombia

Worked with team to expand Latin American footprint by opening a support office in Bogotá.

- Spent two weeks in Bogotá teaching system management, integrations, support tools, and overseeing communication with clients.
- Provided long term mentorship to support members and feedback to management.

Hudson Valley College Training

08/2017 Troy, New York

Hudson Valley Community College, a key client of SUNY system needed hands on attention after a rough pilot migration to our SaaS platform.

- Held 3 days of flexible training sessions for system administrator & instructional designer.
- Established pain points with director of eLearning and resolution steps. Helping to secure a SUNY contract on our SaaS platform.

How to Clone Blackboard

05/2016 National Harbor, Maryland

Presented at Bb's Developer Conference to a set of partners, admins, and developers.

- Discussed benefits of cloning environments for application sizing and troubleshooting.
- Demonstrated configuration changes after cloning Linux and Windows VM environments.

Tomcat Access Log Analysis

05/2016 National Harbor, Maryland

Presented at Bb's Developer Conference to a set of partners, admins, and developers.

- Discussed use of logs for auditing user actions and resolving academic dishonesty reports.
- Configured AccessLogValve to expand recorded fields and understand log pattern.
- Demonstrated in real-time audits of course data deletion and failed assessment attempts.

TECHNOLOGIES

Java

Python

SQL

JavaScript

HTML

CSS

Networking

Unix

System Administration

Troubleshooting