

# TONY NEAL

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- SUMMARY:** Experienced developer and scripter, effective communicator, and creative thinker.
- SKILLS:** HTML/XHTML · CSS · Javascript · MySQL/PostGRES · PHP · Oracle · Flash and Actionscript · Photoshop · Illustrator · Access · Perforce · SVN · Ruby on Rails · PC, Mac, and Unix platforms
- CAREER:**
- Support Systems Developer: IronPort Systems, a Cisco Business Unit 2007 - present  
*San Bruno, California*
- Advocated for and helped implement scalable, sustainable practices for support systems.
  - Gathered requirements to build new support tools, including KCS metrics utility.
  - Incorporated support engineer feedback in extending functionality of existing systems.
  - Designed and oversaw creation of customer support data structures in Oracle ERP.
  - Implemented and tuned data integration from ERP to support portal content management system.
  - Represented team's technical and data needs in selection and purchase of new CRM, CMS, and KB systems; also presented technical requirements to vendors.
  - Built and demoed simplified ticket routing interface for potential third-party vendors.
  - Initiated training documentation of all custom-built support systems and integrated those documents with existing internal knowledgebase.
  - Ongoing administration and maintenance for applications in PHP, Perl, Javascript, and Java.
- Web Developer: Independent Contractor 2005 - 2007  
*Berkeley, California*
- Engaged with client throughout design cycle, developing mockups to finalize web page layout.
  - Implemented final designs by using HTML, CSS, PHP, and Javascript to develop client sites.
  - Created branding for clients by designing website look and feel, logos, and print advertising.
- Independent Contractor: Brattleboro Tech Collective 2006  
*Brattleboro, Vermont*
- Wrote standards-compliant XHTML templates that integrated website display and layout with dynamic user content from SQL-driven CMS.
  - Assessed needs and wrote web applications for clients such as the Montpelier School District.
  - Developed web applications course based in Ruby on Rails for Marlboro Graduate Center; presentation for 30 students included building a live sample application.
- Report Writer: World Learning 2006 - 2007  
*Brattleboro, Vermont*
- Created database queries to retrieve information for analysis and solicitation campaigns.
  - Designed data architecture for major upgrade to SQL reporting environment.
  - Introduced project management and programming practices including deliverable tracking, version control, and workflow process.
  - Educated non-technical users in data use and interpretation.
- Associate Development Engineer: University of California, Berkeley 1999 - 2005  
*Berkeley, California*
- Performed all mission operations for successful NASA satellite studying the Aurora Borealis.
  - Analyzed engineering data for spacecraft health and safety; first response for all anomalies.
  - Learned custom scripting languages for satellite operations and passed NASA training program in half of the usual training time.
  - Developed and tested new software modules to extend the functionality of the Berkeley Operations Center and its ground systems.
  - Initiated the creation of reference documentation preserve knowledge and procedures.
  - Coordinated with colleagues worldwide, including NASA ground stations, scheduling groups, and scientists, to achieve mission objectives.

**EDUCATION:** Cornell University, Bachelor of Arts in Astronomy 1995 - 1998  
*Ithaca, New York*  
· Member: Risley Residential College (Creative Arts Program House) 1996 - 1998

**VOLUNTEER:** Runner: National AIDS Marathon Training Program 2004  
English Teacher: Hefei University of Technology, P.R. China 1998 - 1999

**INTERESTS:** trapeze and aerial arts · costume design · rock climbing · Flash animation  
Proficient in Mandarin Chinese

**PORTFOLIO:** <http://www.ivorysanctuary.com/design/>