

# Robert O. Ferguson

---

---

2529 Mundale Ave, Dayton OH 45420  
Phone: (937) 256-1932 • Email: Rob\_Carol@SBCglobal.net

## OBJECTIVE

Seeking a challenging career as a software engineer in a dynamic and innovative environment.

## PROFILE

- Strong analytical skills, self-starter and highly motivated, dependable team player
- Resourceful in quickly mastering new technologies and skills
- Superior troubleshooting abilities
- Excellent written and verbal communication skills
- Diverse background in software development, design and support.

## TECHNICAL PROFICIENCIES

<b>Platforms</b>	PC, Mac
<b>Operating Systems</b>	Windows 95/98/2000/XP, Linux, MSDOS, OS-65u
<b>Languages</b>	C/C++, Java, UNIX shell scripting, SQL, PL/SQL, Prolog, PERL, J, XML, UML
<b>Tools</b>	Rational Rose, CodeWarrior, Ant Management, MS Office
<b>Database</b>	MySQL, Microsoft Access, Oracle 8i

## PROFESSIONAL EXPERIENCE

*The Advocate Newspaper Pty Ltd, 54-56 Mount St, Burnie, Tasmania Australia*

### IT HELPDESK

**January 2004 – June 2004**

- This short-term contract position involved providing support for approx 150 users of Windows 2000 Professional desktops.
- Daily tape backup of servers.
- UNIX scripting.

*SNL Computing, 108 Best Street, Devonport, Tasmania, Australia*

### SOFTWARE DEVELOPER

**August 1999 - February 2001**

- This position involved customer support, software maintenance and upgrades to a specialized software package used within the building industry. I managed a small team which upgraded two versions of the package to Goods & Services Tax (GST) compliance. GST was introduced into Australia in 2000.
- Project Manager for software upgrade to GST compliance.
- Provided final layer of support for all software enquiries from customers.

---

*Computer Management Pty Ltd, Devonport, Tasmania, Australia*

**ENGINEERING CONSULTANT****February 1988 - August 1999**

- My position in this company ranged from software demonstrations to new clients, hardware maintenance of monitors and printers, coding of a specialized plan take-off system for a building industry application, customer support via phone and scheduled on-site visits, fault finding and bug fixes.
- I developed a dial-up file transfer system using UNIX UUCP protocol to allow software at remote sites to update a central server for a national corporate customer.
- Coding of customized Plan Take-Off software.
- Primary technical and software support for customer phone support line.
- Setup of UNIX UUCP dial-up connections and integration with in-house software.
- When business sold, purchaser's condition of sale included transfer of my employment with the business.

*Coastal Computers (CCOM), Burnie, Tasmania, Australia*

**SERVICE TECHNICIAN****January 1987 - February 1988**

- This position involved hardware technical maintenance of computer related products and some general electronic repairs for The Advocate newspaper.
- Technical support for "The Advocate" with photo-setters & other electronic equipment.

**EDUCATION and CREDENTIALS**

**Bachelor of Computing** - University of Tasmania, Australia

**Dean's Roll of Excellence** - University of Tasmania, Australia

**PROFESSIONAL CERTIFICATIONS**

- Microsoft Certified Professional
- Cisco Systems CCNA2 Certificate

**PROFESSIONAL/EDUCATIONAL AFFILIATIONS**

- Mentor - Student Mentor Scheme 2003 - University of Tasmania
- Project Manager and Technical Manager in Software Engineering Project Team - University of Tasmania.
- Member - Golden Key International Honor Society
- Member - Australian Computer Society
- Member - Rostrum (Burnie Branch) 1999 - 2001
- Board Member - Southland Ministries Inc 1993 - 1999.
- Board Member - Coastal FM Wynyard, 1990.