

RICHARD KOVALCIK

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SUMMARY: Award-winning Senior Computer Technical / Product Support professional with excellent customer, interpersonal, organizational, and problem-solving skills. CISSP with experience in PCI Compliance and Security Audits. Recognized for increasing customer satisfaction at a number of major customers. Responsible for technical interface between Customer Service and Engineering, reliability tracking, and driving quality improvements across entire customer base. From coding to in-depth troubleshooting to security audits, I have the skills and experience to team with customers, engineering, and senior management in order to turn opportunities (or problems) into win-win situations.

SKILLS:

- CISSP Certification: Certified Information Systems Security Professional
- Operating Systems: Stratus VOS, UNIX and Windows
- Computer Languages: C, C++, PL/1, Pascal, Fortran, Cobol, and Assembler
- Communications Protocols: TCP/IP, X.25, LAPB, SDLC, BISYNC, and 3270

SELECTED ACCOMPLISHMENTS:

- Five-time winner of Stratus Service Excellence Award for both technical and customer relations accomplishments.
- Increased service revenues \$9 million by developing method to seamlessly switch customers from distributor support to direct support.
- Increased customer satisfaction over 10% through rollout of Critical Situation Management System.

PROFESSIONAL EXPERIENCE:

SCI GROUP, Horseshoe Bay, TX, Contractor / Consultant 2015-present

- Served as lead engineer on project to add SSL support to VOS Connect:Direct file transfer product. Duties included project management, architecting changes, researching solutions, testing, and some coding.

STRATUS TECHNOLOGIES, Maynard, MA; Senior PS Consultant (Professional Services) 2006-2014

- Served as chief technical resource on a number of Professional Services assessment, implementation, and migration projects including:
 - Security / PCI audits at major retailers and a credit card processor.
 - Seamless migration / upgrade / performance analysis projects at major customers.
- Led several Critical Situation teams to resolve specific customer service issues which involved partnering with different groups within Stratus on problem analysis, fix planning, testing, and delivery.

INDEPENDENT CONSULTANT, Newton, MA 2005-2006

- Performed Application Analysis, Application Modification, Performance Analysis, Performance Enhancement, System Administration, HW/SW Upgrades and Installations, and Training on both Windows and Stratus VOS for customers worldwide. Major successes included:
 - Standardized a non-profit organization onto one hardware platform and one software release.
 - Analyzed a number of customer and legacy third party code modules for a major international stock exchange. Effected key modifications to obtain the maximum performance improvement in a limited time frame. Results included a 50% performance improvement at the stock exchange.

STRATUS COMPUTER, Marlborough, MA

Senior Technical Consultant (Worldwide Technical Support)

1994-2005

- Responded to and resolved customer problems and questions involving complex and interacting factors across multiple families of products in accordance with customer service call handling guidelines.
- Provided on-site support to resolve complex situations where there was a need for both political acumen and complex problem solving skills.
- Mentored and trained new and /or less experienced support group members.
- Provided technical documentation and training classes to customers on key products.
- Served as account advocate for a number of key customers, responsible for ensuring their problems were solved and their needs were represented within Stratus.
- Partnered with Engineering to drive product issues including release scheduling, product quality, and serviceability improvements resulting in improved product supportability.
- Led team to implement a Critical Situation Management System to track customer issues, drive quality improvements, and recommend proactive quality actions to customers.

Senior Consulting Software Systems Engineer (Telecommunications Support Group)

1991-1994

- Provided a headquarters interface for the Telecom Support Center located in Phoenix, AZ including Engineering escalation and product support overview for new and existing products.
- Covered critical technical gaps for support center as needed resulting in increased customer satisfaction.
- Gathered requirements for new customer opportunities including interface between technical support groups and business management groups.

Consulting Software Systems Engineer (Product Support Group)

1989-1991

- Partnered with support and engineering management, provided total technical situation management for several critical accounts including numerous site visits, both domestic and international.
- Increased focus on system reliability including chairing daily meetings looking for patterns in customer problems especially crashes resulting in improved customer satisfaction and better reliability.
- Effectively handled a large volume of direct customer calls, often involving difficult technical problems and/or account management situations across all areas of the VOS system.

Group Leader (Communications and Systems Support Groups)

1986-1989

- Provided group leadership, technical contributions, and a management focal point for the groups.

Senior Systems Engineer (Customer Assistance Center)

1984-1986

- Responded to and resolved customer software issues including problem identification, isolation, and in certain instances correction.
- On several occasions was able to find a quick (one or several line fix) where development engineering claimed a rewrite was necessary. This enabled the fix to be delivered to the customer in a short time.

HONEYWELL INFORMATION SYSTEMS, Cambridge, MA

Senior Software Engineer (Networking and Communications Group)

1982-1984

- Participated in development team responsible for both MULTICS TCP/IP implementation and changes to run over Hyperchannel.
 - As senior member of team, responsible for project management, final testing, integration, customer support, and supervision of less experienced members of the group.
- Evaluated IBM 3270 emulation alternatives and recommended chosen solution.

EDUCATION:

B.S., Computer Science and Engineering, Massachusetts Institute of Technology

Tutored classes required for M.S. in Computer Information Systems at Boston University