

RICHARD KOVALCIK

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SUMMARY: Outstanding Computer Technical / Product Support professional with excellent customer, interpersonal, organizational, and problem-solving skills

SKILLS:

- Operating Systems: Windows, UNIX, and Stratus VOS
- Computer Languages: C, C++, PL/1, Pascal, Fortran, Cobol, and Assembler
- Communications Protocols: TCP/IP, X.25, LAPB, SDLC, BISYNC, and 3270
- Microsoft Office: Word, Excel, PowerPoint, Project, Access, and Outlook

SELECTED ACCOMPLISHMENTS:

- Responsible for customer satisfaction at a number of major customers, technical interface between Customer Service and Engineering, and reliability tracking and quality improvements across entire customer base
- 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
- Stratus Special Recognition Award for Critical Situation Management System
- Stratus Award for Outstanding Support of North American Operations for support of major customers
- Four-time winner of Stratus Customer Service Excellence Award for both technical and customer relations accomplishments
- Tutored classes required for M.S. in Computer Information Systems at Boston University

PROFESSIONAL EXPERIENCE:

INDEPENDENT CONSULTANT

2005-current

Performed a wide range of tasks including Application Analysis, Application Modification, Performance Analysis, Performance Enhancement, System Administration, HW/SW Upgrades & Installations, and Training on both Windows and Stratus VOS for customers worldwide. Major successes included standardizing a non-profit organization's hardware and operating system onto one hardware platform and one software release and a 50% performance improvement for a major international stock exchange. Work involved analyzing a number of customer and legacy third party code modules and modifying a key handful of them to obtain the maximum performance improvement in a limited timeframe.

STRATUS TECHNOLOGIES

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 / difficult situations where there was a need for both political acumen and complex problem solving skills. Involved with after-hours consultations on complex and diverse customer problems even when not formally on-call. Mentored and trained new and / or less experienced support group members.

Provided technical documentation and training classes to customers on key products. Was the account advocate for a number of key customers, responsible for ensuring their problems were solved and their needs were represented within Stratus. Participated in new product design reviews to ensure products are supportable. Working with Engineering, drove product issues including release scheduling, product quality, and serviceability improvements. 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. Helped fill in critical technical gaps for support center as needed. Assisted with new customer opportunities including interface between technical support groups and business management groups.

Consulting Software Systems Engineer (Product Support Group) 1989-1991

Working with support and engineering management, provided total technical situation management for several critical accounts including numerous site visits, both domestic and international. Implemented a focus on system reliability including chairing daily meetings looking for patterns in customer problems especially crashes. Defined a new product introduction protocol. 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. Handled large number of direct customer calls including crash calls, with particular emphasis on crashes of uncertain origin and crashes which had both software and hardware components.

Senior Systems Engineer (Customer Assistance Center) 1984-1986

Responsible for responding to and resolving 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 (Networking and Communications Group) 1982-1984

Senior Honeywell member of development team responsible for both MULTICS TCP/IP implementation and changes to run over Hyperchannel. Responsible for project management, final testing, integration, customer support, and supervision of less experienced members of the group. Worked on implementation study for IBM 3270 emulation as well as several small modifications to the MULTICS system.

WANG LABORATORIES (System Integration Group) 1980-1982

Involved in the design, development, and support of various programs for Wang's VS Operating System including text editor and diskette copy utilities.

LAWRENCE LIVERMORE LABORATORY (S-1 Project) 1979-1980

Involved in the design, development, and documentation of an emulator running on the S-1 Multiprocessor for the UNIVAC AN/UYK-7 Military Computer. Inactive Top-Secret (Q) Security Clearance.

EDUCATION:

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

1979