**THELONIUS D. CHESTANG**

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**TECHNICAL SUPPORT | PROCESS IMPROVEMENT | LEADERSHIP**

Energetic, innovative, analytical thinker and problem-solver with high emotional intelligence and an understanding of the importance of details. Proven performer under pressure. Excellent written / verbal communication and collaboration skills. Experience in both team and interpersonal leadership in dynamic, fast-paced environments. Uses strong quantitative training & experience in conjunction with qualitative perspectives to achieve balanced results.

* **Technical Support Mgmt.**
* **Team Building & Development**
* **Customer Service Leadership**
* **Presentation Development**
* **Escalation / Account Mgmt.**
* **Budgeting & Forecasting**
* **Process Improvement**
* **Advanced Excel User**
* **Business Intelligence**

**KEY TECHNICAL EXPERIENCE**

Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Access), ITILv3, SQL, Oracle RDBMS 8i – 10g, HTML, XML, Confluence, Salesforce, Jira, Zendesk, Pentaho Analyzer, Google Tools, SQL Server, Kronos, OneNote, Oracle Expenses, Clarity, Oracle RDBMS (AWR, Statspack, Oracle proprietary diagnostic tools), Service Now

* Personal Project: Developed a Cloud-based Google database with custom menus using JavaScript; in use since 2018

**PROFESSIONAL EXPERIENCE**

**ALLSCRIPTS CORP**, Orlando, FL **Aug 2018 – Sep 2019**

*Senior Technical Support Manager, Healthgrid Products (Mobile Devices / Cloud-based)*

Managed a Healthcare IT product support Team in a global (US & India), multi-national team across two Support centers.

* Performed trend analysis on ticket volumes to develop staffing models.
* Led transition of HealthGrid Service Desk from Jira to Service Now ticketing system ($21k savings)
* Developed and instituted new training plans – reduced ramp-up time from 10 weeks to 6 weeks
* Implemented a proactive monitoring program for patient SMS outreach, improved corrective action response time
* Revised Support processes - mitigated Patient Health Information exposure / HIPAA violations
* Transitioned Support team from OnSip telephonic systems to an Automated Call Distribution system; $18,000 savings.
* Stabilized Team morale through hands-on style of management and regular one-on-one sessions
* Managed escalations for high visibility, Mission Incidents on largest accounts improving client communication strategy
* Conducted Backlog Review sessions - Reduced overall team backlog by 42%
* Maintained call abandonment rate of less than 3% through improved staffing plans
* Instituted ticket documentation improvement program improving ticket clarity, reducing ticket updates

**PENTAHO CORP**, Orlando, FL **Jan 2016 – May 2018**

*Senior Technical Support Manager*

Served as primary national hiring manager for a fast-growing, global support with a bilateral focus on Customer and member support. Directed team management of customer escalations. Managed North America product support team in collaboration with global (US, EMEA, APAC & Japan), multi-national team across three support centers.

* Revised Support ticketing system to provide Business Intelligence metrics to drive broad organizational improvements
* Grew North American support team from 10 staff in one support center to 20+ over three support centers smoothly centralizing processes and standards
* Imposed a new documentation standard resulting in reduced escalations improving customer satisfaction from 89% to 98%; received high commendations from high profile customers
* Revised support training methodology resulting in shorter, more effective new hire training plans.
* Managed Pentaho’s Community Project Trial Expert community program developing processes and coordinating efforts with Export Control staff, Marketing and Sales programs –positioning Support as experts in unlicensed community
* Established a support Knowledge base program to bolster volume and effectiveness of technical content
* Solidified relationships with key accounts; Led support focus on two of Pentaho's largest accounts

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**ORACLE CORPORATION**, Orlando, FL **May 2006 – Dec 2016**

*Critical Accounts Manager (Oct 2011 – Dec 2016)*

Provided technical support oversight for high visibility, mission critical issues. Liaised with Technical Support and Product Development leadership to expedite problem resolution. Monitored high impact issues and provided quarterly metrics for customer review. Served as POC for customer leadership during high visibility situations. Delivered presentations to internal/external leadership on trends, SWOT analysis.

* Individual Contributor Award, Individual Pacesetter Award for Account Mgmt. for multiple impacts
* Initiated the use of organizational metrics to aid in customer problem pattern recognition

*Global Product and Technical Support Manager (May 2006 – Oct 2011)*

Co-managed a national team of 40+ call center engineers in a global team (US, EMEA, Australia, Chile, & India) of 100+ in support of 24x7x365 enterprise-class software support team. Managed call center staffing, customer escalations and supported quality improvement initiatives and programs and developed Release Readiness plans.

* Received Pacesetter Team Award for Quality Initiatives leadership; overall team success in multiple categories

**ADDITIONAL REVELANT EXPERIENCE**

**ORACLE CORPORATION**, Orlando, FL

*Senior Technical Support Engineer, Principal Tech Lead*

Provided technical Support for Oracle Manufacturing products, Oracle RDBMS (DB & Query tuning).

* Initiated the first-ever Root Cause / Cause Analysis review on Oracle Order Entry product

**VALENCIA COMMUNITY COLLEGE**, Orlando, FL

*Reports Coordinator*

Coordinated timely completion of reports and surveys for statewide reporting. Automated ad hoc reporting.

**COMPUTER SCIENCES RAYTHEON**, Patrick AFB, FL

*Maintenance Analyst–B, Senior*

Developed and maintained Microsoft Access database and menu systems to report performance statistics for 45th Space Wing Launch Command systems. Clearance Type: DoD SECRET.

**UNIVERSITY OF CENTRAL FLORIDA**, Orlando, FL

*Graduate Research Aid*

Populated and developed a Quattro Pro database containing University faculty tenure and salary data. Converted the Quattro Pro database to Microsoft Access. Trained staff on generation of adhoc queries.

**KEY VOLUNTEER EXPERIENCE**

***Mentor***, Valencia Community College Horizons program

***Mentor***, Professional Opportunities Program (POPs)

***Technology Chair***, Founding member of Oracle African American Business Leaders for Excellence (ABLE)

***Coordinator / OPD Liaison***, Orlando Police Department District 2 Neighborhood Watch

* Led the development and coordination of the 2008 Night Out celebration for 564 home community

EDUCATION

**Master of Science (MS)**, Statistical Computing, University of Central Florida, Orlando, FL

* Award - Auzenne Fellowship

**Bachelor of Science (BS)**, Mathematics, Minor in Computer Science, Alabama A&M University, Normal, AL

* Awards - Cum Laude; Science and Engineering Alliance Award; EPSoR Scholarship; Dean’s List; National Association of Mathematics - Conference Presenter

**CERTIFICATIONS & TRAINING**

Project Management Institute (PMI) Training

Six Sigma Black Belt, Simplilearn, LLC

Oracle Certified Professional, Release 8i, 9i RDBMS

Managing Within the Law – Litigation Prevention