

Scott A. Beyer

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Objective

An opportunity to exercise my creativity, grow my technical expertise, and leverage outstanding interpersonal and customer service skills with a company that values social responsibility, skillful management, and a healthy work/life balance.

Skills & Experience

- ▶ Six years' experience creating motivated, cohesive teams and managing projects ranging from six weeks to 18 months in duration. Developed and promoted team members, managed performance when needed, and received recognition for high employee satisfaction.
- ▶ Strong service, support, and training experience, anticipating customer needs and responding proactively.
- ▶ Fifteen years' experience supporting Apple products; well-honed software and hardware troubleshooting skills.
- ▶ FileMaker 8 Certified Developer with experience gathering and documenting requirements, implementing, troubleshooting, and maintaining in-house solutions.
- ▶ Custom web design and development for small businesses and organizations, providing stylish, personalized solutions to meet specific needs. (HTML, CSS, Joomla!, GoLive, Photoshop Elements)

Database Developer, The Support Group • Boston, MA • 2007-Present (Contract)

Working with a remote team to update and maintain a client's business-critical database solution.

Engineering Project Manager, Apple/FileMaker, Inc. • Santa Clara, CA • 2005-2007

With the software architect, built and managed a new eight-member development team to produce a new product. Introduced an agile development methodology well-suited to a small team.

- ▶ Owned project schedule and deliverables and directed the cross-functional project engineering team, including Engineering, SQA, Interface Design, and Publications.
- ▶ Collaborated with product management to shape and negotiate the product definition to meet project objectives. Built productive relationships with internal and external customers, vendors, and peers.

Software Test Manager, Apple/FileMaker, Inc. • Santa Clara, CA • 2003-2005

Managed team of six test engineers to certify 14 software releases on Mac OS X and Windows: major, maintenance, and localized releases. Consistently delivered components on schedule for inclusion with other products, with measurable improvements in quality.

- ▶ Developed key team members into leadership roles, increasing responsibilities and delegation over time to provide opportunities for growth. Established a cooperative, respectful and productive relationship with engineering team.
- ▶ Earned recognition for creating and delivering product training and process training to an outsource-vendor team.
- ▶ Streamlined customer issue escalation process as liaison between product development and support teams.

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FileMaker Database Guru, Apple/FileMaker, Inc. • Santa Clara, CA • 2000-2007

Along with other job duties, developed and maintained mission-critical FileMaker database solutions, including the internal bug tracking system. Evaluated requirements, designed structure and user interface, and wrote end-user documentation. (FileMaker Pro/Server, XSLT, XML, CSS)

- ▶ Developed a rich database solution used as the foundation for the department intranet. Enabled users to easily create, format and maintain project web pages, customize links and file downloads, and assemble and mail weekly status reports.
- ▶ Led collaboration to develop web-based database solution for managing external test program, saving hundreds of work hours and finding important bugs in the process.

Software Test Lead, Apple/FileMaker, Inc. • Santa Clara, CA • 2000-2003

Software Test Engineer, Apple/FileMaker, Inc. • Santa Clara, CA • 1997-2000

Supported managers and testers by developing test strategies, creating and tracking assignments, and owning several sub-projects. Created test cases and maintained high count of well written bug reports, with a keen eye for detail.

- ▶ Owned planning and testing for all Windows Logo certifications, proactively working with engineering team to ensure that requirements were met at the functional specification level.

Technical Lead & Support Specialist, MicroAge • Tempe, AZ • 1996-1997

Provided high-quality, phone-based technical support for Apple Computer. Supported managers and teams with training and staffing.

- ▶ Helped create and launch program and team for a new client. Developed protocols, training materials, and research tools.

Group Facilitator, Voices for Diversity • San Jose, CA • 2002-2004

Group Facilitator, Coming-Out Discussion Group • Tempe, AZ • 1994-1995

Volunteer positions. Led group meetings, monitoring and facilitating constructive discussion to share issues, reach consensus and resolve conflicts.

Teaching Assistant, Arizona State University Dept. of Geology • 1992-1995

Prepared and taught undergraduate lab courses. Tutored students and supported faculty.

Education & Training

- ▶ Bachelor of Science in Physics, Bachelor of Arts in Geography, Valparaiso University
- ▶ FileMaker 8 Certified Developer
- ▶ *Apple Management Training*
- ▶ *Testing Computer Software*, and other courses, Logigear
- ▶ *The Essentials of XML*, UCSC Extension
- ▶ *Vocal Harmony*, Thriving Artists Workshops

Other Pastimes

- ▶ Singing & acting: in the shower, local theaters, and elsewhere
- ▶ Building near-life-size Lego models of the cooler Star Wars ships
- ▶ Miscellaneous household repairs involving multiple trips to the hardware store
- ▶ Watching our whippet run. And run.