

CARMINE DELLIGATTI

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PROFILE

Currently the Customer Support Manager for Marware, Inc. Previously held the same position for ACD Systems and Deneba Software with significant experience and record of achievement in the areas of Customer Service, Technical Support, software testing, and design of support systems, procedures and policies. Possess strong problem-solving, analytical, and interpretation abilities. Known as an innovative, dependable, hard working team player who also works well independently.

Skills and Knowledge:

- Extensive experience managing Customer Service and Technical Support personnel and resources within the software industry and more recently in consumer electronic accessories.
- Working experience providing technical support for Canvas, a highly complex design graphics application, which includes specialized features related to, vector drawing, image editing, page layout, presentation, electronic publishing, GIS and Scientific Imaging.
- Developed commercial and personal websites (www.asafetytech.com and www.ct-roc.com) as well as a department Intranet using Dreamweaver, Macromedia Studio MX, HTML and Canvas.
- Working knowledge of past & present Macintosh and Windows operating systems and Ethernet, TCP/IP, HTTP and FTP protocols.
- Hardware and driver installations including serial, parallel, SCSI, USB, Firewire connections for printers, scanners, digital cameras, PCI Video capture, FAX, network cards, floppy drives, hard drives, CD/DVD-R/W Drives, input devices, controllers, MIDI devices.
- Expert knowledge of Marware's ProjectX and all ACD Systems software applications including ACDSee, Photo Editor and Canvas as well as; Microsoft Office suite and WebEx. Working knowledge of Macromedia Studio MX, PhotoShop, Illustrator, Corel Suite, GIF Animator, FrameMaker, PageMaker, Adobe Acrobat, Nero, QuickTime, NIS, WinZip, StuffItDeluxe, ResEdit, SQL7Client, WS-FTP, FTPCommander, WinFAX, Steinberg Cubase and more.

PROFESSIONAL EXPERIENCE

MARWARE, INC.

2006 - Present

Customer Support Manager

- Managed entire support operation including personnel and resources for Customer Service and Technical Support located in Hollywood, FL, (Managed remotely from Las Vegas, NV).
- Administrator of Customer Support's web hosted CRM and ProjectX product discussion forums.
- Developed processes and procedures and created the department procedures manual
- Interviewed, mentored and trained staff.
- Beta Tested ProjectX. Logged over 200 bug reports in six month period in addition to management duties.

ACD SYSTEMS, Victoria B.C., Canada

2003 - 2006

Customer Support Manager

- Managed the entire ACD Systems support operation, resources and budget for Customer Service and Technical Support in Victoria, BC and Miami Florida, as well as support partners in Japan and Europe.
- Administrator of online product discussion forums and developed Guidelines and Terms of Service which govern the forum's operation.
- WebEx, Administrator, managing host accounts, templates, training center and event scheduling.
- Developed new positions in Support to address escalations from international partners in native languages and a Product Evangelist for ACD Product Discussion Forums.
- Developed a total support strategy which includes a Product Support Life Cycle, anti-piracy initiative, and Customer Web Accounts with the objective of moving as much service as possible to the online support center.

- Participation in product development matrix designed to involve managers from all parts of the company in the process of preparing new products for launch.

Deneba Systems, Inc. Miami, FL, USA

1989 – 2003

Customer Support Manager

- Managed support staff, resources and budget for North American region from 1989 – 2003.
- Administrator of online product discussion forums.
- Developed policies and procedures to facilitate efficient handling of customer concerns.
- Developed training methods to speed proficiency of new employees and track their progress.
- Developed company knowledgebase. Wrote over 1200 articles on products. Contributed to and proofed marketing material, product manuals and technical documentation as well as policy and procedures.
- Configured, monitor and generate reports from Automatic Call Distribution-MIS OAI (phone monitoring and reporting system software), voice mailboxes, day/night rules & greetings.
- Prepared training and test materials for existing support staff and new hires for Canvas.
- Interacted with clients and industry press answering questions and demonstrating new versions of ACD System's (formerly Deneba) software products at industry trade shows.
- Handled support escalations from small and large corporate clients.
- Contributed to product development and marketing efforts, providing feedback on product performance and suggestions for new features and improvements.
- Assisted programmers with the GUI and functional design and testing of the company's SQL relational database system, including, Customer, Job/Ticket, Bug Reporting and Knowledgebase components.
- Worked with international distributors to increase their support department's understanding of the technical aspects of our products.
- Beta-test pre-release versions, prepared bug reports and tracked R&D's progress to resolution.
- Established and maintained Deneba's corporate presence on America Online, CompuServe, Genie & AppleLink. Utilized this experience by contributing to Deneba's corporate web presence and support forum in 1995 and onto more recent development of ACD Systems, Support Center.
- Developed a "premium support" package of services for subscribers to generate revenue from the support channel.

Self Employed

1966 - 1988

Musician

Prior to my employment with Deneba, I was a professional musician. I worked for several producers and studios in Miami, drumming and sequencing percussion tracks as well as developing and maintaining sound sample libraries. In 1978 I consulted on the Eagles Album "In The Long Run" providing a sound effect with an analog SYNARE 3 percussion synthesizer for their hit song, "Heartache Tonight". From 1974-78, I was the drummer for Motown recording artist, Martha Reeves and others.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Music theory and performance - Detroit Institute of Musical Art, Detroit MI, USA 1968

Non-credited music courses at the University of Miami – Miami, FL – 1974

Additional education:

- WebEx University; basic and advanced WebEx Administration of site, hosts, events and tools.
- ESRI Virtual Campus GIS Education and Training 2003 – 2006.
- IEEE COMPUTER SOCIETY Distance Learning 2000 - 2006
- Association of Support Professionals - Industry reports, trends, technologies, statistics - 2005
- BBP Customer Service Management Training 1996
- Graphics Illustrated Seminars - Preparation of computer artwork for press production in 1996
- Adobe seminar series on Illustrator and PhotoShop image editing techniques 1996.
- Institute For Management - Preparation of a Company Manual - 1991.
- Dunn & Bradstreet Business Education Services Customer Service seminars in 1990-1991.
- Computer Applications and Troubleshooting, Miami Dade Technical- Miami Lakes, FL 1980
- Photography.