

JUSTIN R CUTIETTA
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Summary:

- 16 years experience with various distributions of Linux, daily use since 2010
- 8 years daily experience with Mac OS X
- 9 years experience with Windows.
- 5 years experience direct telephone support of enterprise healthcare customers.
- 18 years experience with customer support.
- Experience working with HIPPA regulated customers and data
- Experience working with HL7
- Experience with remote diagnostics and troubleshooting.

Skills:

Languages:	Bash scripting, basic SQL
Operating Systems:	Windows XP, Windows 7, Windows Server 2000, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2, Mac OS X, Debian Linux, Red Hat/CentOS Linux, SuSE Linux
Database Systems:	Microsoft SQL, MySQL.
Windows Technologies:	Active Directory, GPO
Linux Software:	jetty, jvm
Linux Technologies:	Web server, basic database, file server, end user desktop

Work Experience:

McKesson Health Services

October 2014 – March 2017

Senior Technical Support Engineer

- Advanced troubleshooting of client/server based products
- Assist customers with upgrades and reconfigurations by advising of best practices.
- Assist in diagnosing connectivity issues
- Assist in communicating with developers to fix defects.
- Work closely with customers to ensure application reliability and availability.
- Create and review technical documentation and knowledge base for internal and external use
- Ensuring best practices for case and software documentation

Apex (For McKesson)

July 2014 – October 2014

Senior Technical Support Engineer

- Advanced troubleshooting of client/server based products
- Assist customers with upgrades and reconfigurations by advising of best practices.
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Nuance Communications, Inc.

July 2012 – April 2014

Associate Application Support Engineer

- Supporting users of the eScripton transcription platform.
- Remote Maintenance of Windows Server installations.
- Network connectivity diagnostics to diagnose potential ISP issues and trace to specific carrier and outage cause.
- Managed critical and emergency level tickets to ensure SLA compliance and timely completion .
- Assist customers in upgrading by advising of best practices.
- Worked overnight emergency response shift.

Cutietta.com

January 2003 – Current

System Administrator

- Responsible for operation of the cutietta.com network and systems, internal and external.
- Maintain best security practices per BCP and RFC documents.
- Ensure timely updates
- Support large range of devices and software.
- Implementation of backup strategy.
- Analyze new technologies as needed.

QuadGraphics/DEBBIE'S STAFFING

Feb 2010 – July 2012

Operator and Quality Control Analyst

- Operate Bobst foil stamp and emboss machine.
- Ensured ISO quality controls were in compliance.

MARRIOTT INTERNATIONAL

July 2006 – April 2009

Guest Service Associate

- Assisted guests with their registration during check in and checkout process
- Provided local shuttle services to area offices and attractions.
- Provided guest technology assistance with audiovisual equipment and systems

EDUCATION:

2006 - Middlesex Community College, Bedford, MA

2003-2004 - Wentworth Institute of Technology (Network Information Systems)