JEFFREY J. RISEDEN
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TECHNOLOGY PORTFOLIO

Software: Autodesk 3ds Max, Adobe Photoshop,
MS SQL Server 2000, 2005, 2008, MySQL,
MS Office 2003, 2007, 2010, 2013,
MS Visual Studio, MS TFS, IIS, Amazon Web Services,
MS Product Studio, Oracle Applications, Toad
Technologies: SQL, XML, Limited PowerShell
Operating Systems: Windows XP, Windows 7, Windows Server 2000, 2003, and 2008.

WORK EXPERIENCE

Mercent Corporation   *August 2014 to September 2014*
Data Quality Analyst
• Reviewed and analyzed inbound data feeds for conformity to internal specifications.
• Performed detailed data quality analysis on product data in both production and development environments.
• Diagnosed errors or discrepancies which prevented data transformation or importation.
• Maintained and distributed the standard specification guidelines for inbound product feeds.

Mercent Corporation   *May 2012 to August 2014*
Technical Support Engineer
• In-depth technical support for both internal and external clients in production environments.
• Analyzed and identified the source of errors within customer data, XML, and XSLTs.
• Liaison between engineers and end-users to translate requirements and action items.
• Provided feedback regarding product enhancements and feature requests.
• Recorded and tracked issues; identified and reported bugs.
• Authored FAQs and product documentation.

Challenge, Inc.   *March 2011 to Present*
Co-Founder, Vice-President and COO
• Building a mobile business solutions company from the ground-up.
• Database Engineer and Technology specialist.

Microsoft Game Studios / Turn 10 Studios (via TEKsystems)   *September 2010 to September 2011*
Software Test Engineer
• QA testing of 3D assets for visual quality, accuracy and adherence to multiple specifications.
• Physics testing including data verification and controlling characteristics.
• Participant in content bug triage.
• Participant in smoke tests for feature integration.
• Perform bi-weekly build reviews for content consistency checkpoints (LKG).

Noetix Corporation   *January 2007 to November 2009*
Software Support Engineer
• Diagnosed and developed technical solutions related to software for field engineers, technicians, and customers.
• Essential technologies include Microsoft Windows Server Administration, SQL Server Administration, Oracle
Applications, IIS, .NET framework, Web services and multiple reporting tools.
• Developed workaround procedures and scripts where standard methods have failed.
• Extensive experience in RightNow CRM administration.

EDUCATION

Pierce College, Associate of Arts and Sciences, 3.8 GPA   *June 2006*