

Curriculum Vitae

Name Doug Fossler
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Richland College
12800 Abrams Road
Dallas, TX 75243

Education

The University of Texas, Austin, TX
M.S. Engineering Management 2006
Honors: Toughest Negotiator

Texas A&M University, College Station, TX
B.S. Computer Engineering 1999
Minor: Math
Accomplishments: Passed Engineer in Training (EIT) Exam

Teaching Experience

DCCCD, Dallas, Texas
Adjunct 1/17 – Present
Virtually teaching help desk PC support.

ITT Richardson, Dallas, Texas
Adjunct 9/14 – 9/16
Taught several classes such as programming, network security, web design, and senior capstone.

ASI-Modulex, Dallas, Texas
Trainer 3/06 – 2/07
Development of materials and delivery, both remote and on site, of training on digital signage physical installation and associated software package.
Wrote user manual for digital signage product.

Apple, Austin, Texas
Mentor 2004 & 2005
Mentored new employees and existing staff.

Publications and Papers

Certificates, Certifications & Other Qualifications

I certify that statements made by me in this vitae are true, complete and correct.

Relevant Work Experience

Vizient Inc, Irving, Texas

Contract Labor Analyst (Integration and Interface Specialist)

1/10 – Present

Responsible for WFS software integrations; SharePoint site collector admin for the WFO team; and Customer Support team liaison.

- Management of customers and their integration/interface processes with Optimizer.
- Successful leader of several teams dealing with department moves and employee engagement.
- Automation of processes, reporting, and client tools that increased team productivity and accountability.
- Previously responsible for the creation of presentations and data analysis to provide key insights into client operations.
- Previously responsible for negotiating contracts and sourcing process with vendors for clients.

Fidelity Investments, Lewisville, Texas

Associate Software Engineer, Fidelity Pricing and Cash Management Services

10/08 – 12/09

Financial Customer Service Specialist, Fidelity Investments Institutional Services

10/07 – 10/08

Responsible for application support and software enhancements for client/server apps against backend relational databases.

- Troubleshoot and performed technical analysis to resolve defects and production issues.
- Wrote SQL commands, shell scripts, and other code to correct data discrepancies.
- Disaster Recovery management and testing.
- Committed buy, sell, and exchange orders for investment professionals and shareholders.

ASI-Modulex, Dallas, Texas

Project Manager, Digital Solutions Division

3/06 – 2/07

Responsible for total ownership of projects lifecycle for affiliates and clients.

- Design of inspirational graphics via Adobe Photoshop and Illustrator for digital signs.
- Creation and delivery of training on digital signage physical and software installation and use.
- Delivery of projects to completion and into maintenance phase.
- Design consultation and technical support of digital signage for affiliates and clients.
- Maintenance of Digital Solutions Division internal web presence.

Apple, Austin, Texas

AppleCare Representative III

12/04 – 12/05

AppleCare Educational Representative

9/04 – 12/04

AppleCare Representative II

9/03 – 9/04

Responsible for technical support of Apple equipment and software.

- Troubleshoot technical problems to isolate issues for resolution.
- Gained and completed several Mentoring and Operations rotations for cross training.
- Made Tier 2 and performed back fill for operations GCRM Issues Response role.

Spherion, Round Rock, Texas

Technical Support, Dell Inc.

2/03 – 9/03

Responsible for technical support for notebooks and desktop systems.

- IT help desk supporting Optiplex and Latitude systems and software packages such as Microsoft office.
- Multitasking environment to reduce call times and increase productivity.

TriKinetic Technologies, L.L.C., Cedar Park, Texas

Solutions Advisor / Technical Support Engineer

12/01 – 9/02

Responsible for creating, documenting, and maintaining technical documentation of company procedures and policies. Other responsibilities were sales and technical support.

- Wrote processes and developed procedures that solved problems and to become ISO 9001 certified.
- Increased sales by 100% through changing sales processes and becoming a paperless office.
- Logged all sales, technical support calls, and customer service issues.

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