Daniel J. Lewis

https://daniellewis.tech • dlewisd11@gmail.com • 703-434-2110

SUMMARY

I am a passionate and versatile technology professional with a consulting background and proven ability to engage with customers in all phases of the software development lifecycle. My experience covers a broad range of roles including software engineering, development, integration, support, service delivery, project management and customer success which allows me to provide both strategic leadership and technical expertise. I am a persistent problem solver with an insatiable appetite for learning, and I am always working to expand my technical skillset.

EXPERIENCE

Deltek   **Principal Technical Support Engineer and Delivery Leader**   **March 2019 - Present**

- Serve on the leadership team of a global software support service delivery function
- Support customers using ERP software solutions on-premises or as-a-service in collaboration with product engineering, site reliability engineering (SRE), consulting services and customer success teams
- Troubleshoot and resolve complex software system issues relating to application, customization, integration, automation, database, network, and infrastructure layers
- Serve as lead subject matter expert on product customization and integration development within global support team
- Coach and train junior engineers on software development concepts, technical troubleshooting, customer support service quality, cross-functional collaboration, incident, and escalation management
- Identify, plan, and contribute to operational process improvement projects focused on customer support experience
- Lead the introduction and adoption of generative AI tools and technologies within global support team
- Manage executive-level, cross-organization customer escalations and get-to-green/hyper care plans

Deltek   **Principal Extensions Development Engineer**   **August 2011 - March 2019**

- Developed customizations, automations and integrations relating to ERP software systems, using agile processes and various tools, technologies (Java, SQL, XML, MScript, Eclipse IDE, Postman, REST, SOAP, Git, etc.)
- Engaged with customers as part of an agile team to gather requirements, design, build and document technical solutions
- Managed git repositories and lead development and deployment strategies for teams of multiple engineers
- Performed various maintenance tasks on mission critical server systems and environments (Windows and Linux) running Deltek software including application configuration, database administration (Oracle and SQL Server), automation, etc.
- Delivered customer-facing and internal training sessions relating to software development

EDUCATION

Virginia Polytechnic Institute and State University Blacksburg, Virginia	**Master of Information Technology** **Software Development Certificate** **Cybersecurity Technology Certificate**	May 2022
George Mason University Fairfax, Virginia	**B.S. Information Technology** **Information Security Concentration** **Business Minor**	August 2011

CERTIFICATIONS / ACHIEVEMENTS

Spring Certified Professional by VMware	March 2023
Deltek Leadership Accelerator Management Program (LAMP)	December 2024
Information Technology Infrastructure Library (ITIL) 4 Foundation	January 2024
Deltek President's Club	April 2017

Key tools and technologies: **Java, Python, Vue.js, Spring, RDBMS (MSSQL, Oracle, MySQL), GitHub, REST Web Services, XML, HTML, CSS, Postman, Windows, Linux, Splunk, JIRA, Eclipse IDE, VS Code, IntelliJ, AWS, MS Power Platform**