



MASON WILSON

Production Support Engineer

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PROFESSIONAL SUMMARY

Accomplished Production Support Engineer with 10 years of extensive experience in delivering high-quality technical support and optimizing production systems. Demonstrated success in incident management, application support, and system performance enhancement. Eager to apply analytical skills and technical proficiency to drive operational excellence and contribute to team success.

WORK EXPERIENCE

Sr. Production Support Engineer

📅 Jan / 2018-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Provided first-line support for UNIX systems, efficiently troubleshooting JBOSS application server issues to minimize downtime.
2. Collaborated with developers and QA teams to resolve complex application issues, improving overall system reliability.
3. Generated comprehensive error logs and documentation to aid developers in identifying and rectifying system faults.
4. Conducted thorough research on data discrepancies, leading to successful implementation of a new data format from DMV.
5. Managed Java and UNIX releases, ensuring successful deployment of code updates via FTP.
6. Coordinated Oracle financial releases, maintaining communication with development teams for timely updates.
7. Executed troubleshooting and connectivity assessments for ISP-related issues, restoring service quickly.

Production Support Engineer

📅 Jan / 2015-Jan / 2018

Cactus Creek Solutions

📍 Phoenix, AZ

1. Oversaw production quality of four-stroke big bore engines, ensuring compliance with design specifications.
2. Assisted in machining and assembly processes, contributing to high-quality production outputs.
3. Participated in engine testing and troubleshooting, supporting licensees in meeting production milestones.
4. Delivered third-tier support for multi-tiered applications on high-availability servers.

EDUCATION

Bachelor of Science in Computer Science

📅 Jan / 2012-Jan / 2015

University of Technology

📍 Denver, CO

Focused on software development, systems analysis, and network management.

SKILLS

Solidworks Cad Software



Micrologix Plc Programming



Database Management



Scripting Languages



Linux Administration



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

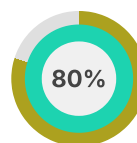
🔍 Criticality

☰ Detail-oriented

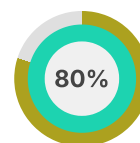
🤝 Diplomacy

😊 Enthusiasm

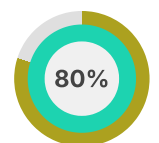
LANGUAGES



English



Spanish



Polish

ACHIEVEMENTS

★ Reduced incident resolution time by 30% through process improvements.

★ Implemented a new monitoring system that decreased downtime by 25%.