

TIMOTHY EMERSON

Brooklyn, NY • (917) 698-8415 • temerson@structurenyc.com • Available for Remote Work

TECHNICAL SUPPORT • SOFTWARE IMPLEMENTATION • QA ENGINEERING

Experienced Senior Systems Support and QA Engineer with over 15 years delivering high-impact software implementations and escalations resolution in enterprise environments. Skilled at diagnosing complex technical issues, customizing solutions to client needs, and driving quality assurance to ensure robust product performance. Adept at managing multiple concurrent projects, fostering strong customer relationships, supporting SaaS (hosted) clients and thriving in remote, collaborative teams. Expert in resolving customer issues and providing training via web conferencing software. **Open to remote full-time, part-time, or flex-time roles.**

CORE SKILLS

- Escalation Support & Troubleshooting
- Software Implementation & Customization
- Manual QA Testing & Regression Testing
- Client Relationship Management
- Remote Work & Distributed Teams
- Inmagic Presto, DB/Text, WebPublisher PRO

PROFICIENCY IN

- HTML, Javascript, CSS, XML
- Windows Server, IIS, SQL, MAC OS
- MS Teams, Zoom, Webex
- MS Office Suite
- Salesforce, VMWare
- Stimulsoft Web Designer

SENIOR SYSTEMS ESCALATION SUPPORT & QA ENGINEER | 2011 – 2025

Lucidea Corporation *[remote]*

- Resolved high-priority client escalations for library and knowledge management applications, diagnosing complex, undocumented issues.
- Via Zoom, Teams, Webex investigated and resolved software issues for domestic and international clients.
- Responsible for applying software patches to Lucidea web servers hosting ASP.NET applications.
- Collaborated with Engineering and Development group members on software bug verification in pre-release and full-release packages.
- Co-Led post-sales implementation and migration projects, integrating disparate data sources into stable, customized environments.
- Provided direct daily support to hosted Lucidea SaaS customers.
- Communicated effectively with both technical teams and non-technical stakeholders to drive quick resolution.
- Maintained multiple concurrent projects while ensuring client satisfaction and system integrity.
- Authored QA test plans, conducted regression testing, and verified bug resolution prior to deployment in Lucidea desktop applications across multiple Windows server/workstation combinations.

PRINCIPAL CONSULTANT, SOFTWARE CONFIGURATION & IMPLEMENTATION | 2008 – 2011

Inmagic, Inc. *[remote]*

- Delivered and supported custom software implementations across pharma, legal, and corporate knowledge environments.
- Provided client training, documentation, and long-term usability support.
- Continued seamlessly in this role after acquisition by Lucidea in 2011 due to performance and client rapport.

BUSINESS TECHNOLOGIST & WEBMASTER | 1996 – 2007

Pfizer Inc. *[New York, NY]*

- Managed Pfizer's corporate library intranet. Transitioned apps from Lotus Notes to ASP.NET/MS SQL platforms.
- Provided technical support for web apps built on Notes/Domino, Inmagic DB/Text and PHP/MySQL.
- Facilitated department-wide adoption of evolving digital tools, optimizing knowledge access and internal communications.

SENIOR INFORMATION ANALYST / INFORMATION ANALYST | 1991 – 1996**Pfizer Inc.** *[New York, NY - Promoted from Information Analyst to Sr. Information Analyst in 1994]*

- Designed Pfizer's first global current awareness database system using Lotus Notes to replace manual workflows.
- Partnered with internal IT and stakeholders to scope, build, and maintain cross-functional knowledge-sharing tools.
- Authored medical literature summaries, executive briefs, and "The Compliance Quarterly," an internal newsletter on patient adherence.
- Scripted macros to support creation of annual Pfizer drug literature bibliographies.
- Maintained internal library database of peer-reviewed Pfizer-associated drug literature.

EDUCATION

- Bachelor of Music, Bassoon Performance – Eastman School of Music, Rochester, NY
- Master of Music, Bassoon Performance – The Juilliard School, New York, NY