

# Christi L. Duffey

**Summary** Results-oriented and customer-focused professional with experience in both programming and desktop support, who possesses excellent interpersonal, learning, and organizational skills.

<b>Computer Skills</b>	<b>Software:</b>	<b>Languages:</b>	<b>Platforms:</b>	
	Microsoft Outlook	Microsoft Front Page	Peregrine Systems	Windows NT
	Microsoft Word	Corel Photoshop	HTML	Windows 98/2000
	Microsoft Excel	Seagate Crystal Reports	Visual Basic	Unix
	Microsoft Access		C/C++	
	Microsoft Power Point			

**Professional Experience** **IBM Global Services** Alpharetta, GA  
*Application Developer* 12/99 -6/02

- Tailored complex application solutions for major customers in the Peregrine proprietary language tool set.
- Developed and implemented new links and pages for enhancing the customer facing GEMS Website.
- Implemented Peregrine Service Center Java Client across all 100+ customer installations.
- Maintained 99% system availability to Peregrine Service Center users.
- Developed data synchronization functionality between Peregrine Service Center and Vantive.
- Implemented Peregrine Service Center 3.0 upgrade across the IBM customer network.

**Melita International** Norcross, GA  
*Support Analyst* 6/98 -11/99

- Performed desktop support for multiple operating systems and software products.
- Managed projects for Virus Scan updates, Y2K Bios compliance, and Office 97 upgrades for over 400 employees.
- Designed and administered Crystal Reports for the Management Information System Department.

*Laboratory Systems Engineer*

- Configured system networks and software
- Created and maintained a technical documentation repository.
- Developed skills with Unix TCP/IP and Windows NT

**Education** **Georgia State University** Atlanta, GA  
Bachelor's Degree, B.A., Computer Information Systems  
1999  
GPA 3.2/4.0

**Continuing Education** Peregrine Systems Service Center Tailoring Certification 6/00  
HTML Fundamentals Course (Computer Based Training) 4/01  
Seagate Crystal Reports 8.0 Report Design (Computer Based Training) 4/02