

Scott C Cook

Accomplishments

- Over 22 years in Information Technology related positions including over 17 years of experience in technical roles in the healthcare industry.
- Abbott PRIDE Employee Network Leadership Committee member.
- Implemented new remote documentation solution for field support personnel.
- Deployed a LiveChat support solution globally.
- Coordinated the migration of a 5000+ document support website into SharePoint and conducted Global training sessions.
- Coordinated extensive call management system ticket cleanup, process improvement and documentation.

Professional Experience

Senior Documentation Specialist – Abbott Laboratories; Irving, TX ▪ February 2012 – Present

- System co-owner of MyGSS, the GSS SharePoint Documentation site; Technical Owner of ISA / TSB Database and FQ Communications Database.
- Primary technical contact for audit responses related to documentation management processes for Field Support documentation.
- Subject matter expert, primary editor, and revision coordinator for documentation management processes for Field Support documentation.
- Subject matter expert for ISA / TSB application and processes.
- Conduct global application and process training.
- Expansion of LiveChat support solution to subject matter experts worldwide.

Documentation Specialist – Abbott Laboratories; Irving, TX ▪ April 2000 – February 2012 (Transitioned from contract to full time August 2000)

- Migrated document support website into SharePoint and conducted Global training sessions.
- Deployed LiveChat support solution within Global Service.
- Developed and supported custom installer to deploy the GSS website for remote users.
- Oversaw major revisions to Lotus Notes applications used to communicate support information to the field including application validation.
- Non-product validation and protocol testing of GSS applications and tools.

IS Support Analyst (Contract) – Compucom / Lincoln Technical Services / Olsten Technical Staffing ▪ August 1997 – April 2000

Abbott Laboratories; Irving, TX ▪ February 1998 – April 2000

- Supported Windows (95/NT) clients on a Windows NT network.
- Developed and refined several departmental and site Notes applications.

Yum! Brands, Inc.; Dallas, TX ▪ August 1997 – January 1998

- Supported a wide variety of Windows and Macintosh clients.
- Assisted in helpdesk and ticketing system transition contributing to a reduction ticket load and backlog. Improved consistency, reliability, and performance of existing Mac hardware. Assisted in Mac to Win95 Migration.

Network Administrator – The Dallas Opera; Dallas, TX ▪ January 1997 – August 1997

- Provided sole support for ~40 users on Windows and Macintosh clients on a NetWare network.
- Dramatically improved the consistency, reliability, and performance of existing workstations.

Second Level Dedicated Support (Contract) – Ericsson Data Services Americas (Ajilon); Richardson, TX ▪ April 1996 – December 1996

- Supported an engineering group and executives, using Windows clients.
- Consistently had the second highest ticket closure rate in the group.
- Assisted in reducing ticket load by over 50%

Information Systems Tech II – Medical Center of Plano; Plano, TX ▪ August 1994 – March 1996

- Maintained mini-computer legacy systems prior to migration to MediTech, and 300 node, 6 server NetWare network.

Technical Skills and Tools

HTML, basic PHP, basic MySQL, basic Microsoft SQL, CPanel / WHM, Microsoft IIS, basic Java, Lotus Notes, WinBatch, familiarity with Unix / Linux command line.

Microsoft SharePoint, Adobe Photoshop, Adobe Dreamweaver, Microsoft Office (Access, Excel, Word, Visio), SmartMax SightMax, MindJet MindManager, Talsico documentation tools.

Abbott Specific: CMSNext, NPV, ARC, ISA / TSB Database, Global Service Reporting / Reliability.

Education and Certifications

BA Arts and Technology – University of Texas at Dallas; Richardson, TX ▪ 2012
Focus in Interface and Interaction design.

Other Courses and Certifications:

Project Management Essentials – DOOR Training (Peter Rogers, Master Trainer) ▪ August 2014

Financial Markets – Yale / Coursera (Robert J. Shiller, Nobel Laureate & Sterling Professor) ▪ April 2014

Verification: <https://coursera.org/verify/URVKDX9RC3>

Gamification – The Wharton School - University of Pennsylvania / Coursera (Kevin Werbach) ▪ April 2014

Verification: <https://coursera.org/verify/AHWX7BXYML>

Process Picture Map Developer Certification – Talsico ▪ July 2011