

BENTLEY WOLFE

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EDUCATION:

Annenberg School of Communication- University of Southern California, Los Angeles, CA.
Master's study in Communication Management.

Mansfield University of Pennsylvania, Mansfield, PA; B.A. in Mass Communication, June 1987.

EXPERIENCE:

SENIOR PRODUCT SUPPORT ENGINEER 1995 – December 2009

Adobe Systems, Inc. 345 Park Avenue San Jose, CA 95110-2704 408.536-6000

As senior Level 3 support lead for Flash and Flash Player worldwide, managed Level 3 Support agents in various locations using a combination of SAP CRM, Instant Messaging, weekly teleconference meetings, Adobe Connect Screen Sharing/Chat sessions and email. Reproduced and documented customer-reported issues for both Flash developers and Flash Player end users. Managed issue escalations between Engineering teams and reporting customers. Worked closely with Engineering to guarantee issue resolution. Documented issues and solutions via Adobe TechNotes.

Provided world-class top-tier Flash and Flash Player customer support to contracted support customers on an on-call basis. Clients included Ben & Jerry's, GE, State Farm Insurance, Scholastic and Disney. Support delivered by phone, email and Adobe Acrobat Connect screen sharing as often as necessary, covering broad ranging topics from simple ActionScript questions or best practices for FLV video delivery to best architecture to use for large-scale Flash application delivery. Reported reproducible bugs for contracted customer and acted as customer liaison between Engineering teams and the customer through bug closure.

Developed currently used Flash and Flash Player issue escalation processes, now in use worldwide.

Managed two support centers, insuring current content and correct documentation of emerging issues:
<http://www.adobe.com/support/flash> and <http://www.adobe.com/support/flashplayer>.

Developed and delivered training materials for each release of Flash since version 4. Delivered training both remotely and in-person to Level 1 and Level 2 Flash support technicians in North America, Scotland, the Philippines and India.

Researched, reproduced and documented thousands of specific Flash issues via Adobe Technotes. Created example code/files when necessary. TechNotes are searchable at <http://www.adobe.com/support/flash> and <http://www.adobe.com/support/flashplayer>.

For example:

- An example of communication between JavaScript and Adobe Flash Player (http://www.adobe.com/go/tn_15683)
- Issues streaming second FLV from Flash Media Server (<http://www.adobe.com/go/4882b765>)
- PendingCall.onFault cannot capture SOAP:FAULT responses (<http://www.adobe.com/go/3c6784bc>)
- Understanding Sound: Streaming MP3 sound always compressed at Publish Setting values (<http://www.adobe.com/go/418c2b49>)
- Sorenson 2 pass encoding is no longer available in Sorenson FLV exporter after installing Flash 8 Professional (<http://www.adobe.com/go/4d2dd150>)

Engaged customers directly via Adobe user-to-user forums to resolve Flash Player and Flash issues.

Pioneered full-time remote work (WAH) in the Adobe Customer Care organization by relocating from the Dallas, Texas office to a full-time home office in Wisconsin in June, 2000. In the following year created and delivered WAH best practices training for new remote workers making the same transition.

Created the questions for several versions of the former Macromedia Flash Certification Exam. Technically reviewed every version of official Flash documentation since Flash 5.

MANAGER - Technographics Department

Bucilla Corp., 1 Oakridge Rd., Hazleton, PA 18201

Purchased, configured and maintained a Macintosh ethernet LAN currently totalling 15 Macintosh and 3 PC's, used for the publishing of needlecraft instructions and screen printed art. Supervised three person screen printing art department . Created video titling sequence for corporate video using Director.

Eliminated all instances of hand-drawing in the art production cycle converting everything to Macintosh using proprietary techniques utilizing Freehand and Quark X-Press. Designed and taught weekly classes covering the specifics of these techniques. Upgraded all Mac's to System 7.5 as necessary. Established remote design office in New Jersey using a Mac IIfx and Timuktu remote.

SYSTEMS MANAGER

The Type Factory, Inc. 505 North Greene St. , Greensboro, NC 27401

Managed a full-service electronic publishing service bureau doing laser imagesetting to both film and RC Paper. Responsible for typesetting and design of diverse electronic pieces created on the Macintosh.

Installed and updated production software for Mac and PC. Administered and troubleshot mixed Mac and PC localtalk network, all computers and software. Set up quality control program for Agfa 9000 PS Laser Imagesetter and Agfa Photo Processor.

Professional:

-- Acrobat Connect Flash Training, "Flash Video Basics"

<http://www.adobe.com/communities/macrochats.html>

-- Technical Consultant, Colin Moock's "ActionScript: The Definitive Guide" book series

-- Technical Consultant, Katherine Ulrich's "Macromedia Flash: Visual QuickStart Guide" book series

-- Technical Consultant Macromedia Flash "Training from the Source" book series

-- Technical Editor, "Flash MX Game Design Demystified" by Jobe Makar ISBN-10# 0201770210

-- "Ask the Expert" Flash/Flash Player rep: FlashForward Seattle 2006, MAX 2003, 2004, 2006

-- Technical Editor - "Inside Director with Lingo.." versions 5 and 6 by Lee Allis New Riders publishing.

ISBN# 1-56205-728-6

-- Consultant - "Real World FreeHand" versions 7 and 8 by Olav Martin Kvern by Peachpit Press ISBN 0-2014-68887-5

-- Consultant - "FreeHand Visual Quickstart Guide" by Sandee Cohen, PeachPit Press ISBN# 0-201-69697-5

-- Cover Quote - "FreeHand 8 Bible" by Deke McLelland, IDG Books Worldwide ISBN#0-7645-3234-0

ABILITY:

Expert with Adobe Flash, Dreamweaver, Fireworks, Director, Freehand. Expert with ActionScript, WebServices, XML, HTML, JavaScript, Microsoft Office Suite,

Fluent with Flex, Flash Media Server, Flash Remoting, ActionScript design patterns, OOP, Photoshop, Illustrator, Sorensen Squeeze, Video compression, FLV delivery.

SITES:

Blog/Freelance/Resume Site: <http://www.bentimagemedia.com/>

Developer/Designer: <http://www.madisonmotorcycleclub.org/>

Developer/Designer: <http://www.wisconsintrials.org/>