**JENNIFER HERNANDEZ**

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## OBJECTIVE

To apply my 20+ years of customer service and technical support skills towards a mentorship or customer service management path.

## WORKPLACE SKILLS

- Over twenty years of customer support, ranging from front line phone support to team management via phone, chat, SMS, email, letter writing and support forums.
- Proficient with phone and chat call control methods.
- Trained in Level 2 consulting and tutoring methods as well as training assistance.
- Trained in troubleshooting Windows, Macintosh and Linux systems and programs.
- Proven track record working unusual or overnight shifts.

## PROFESSIONAL EXPERIENCE

### Senior Technical Support Engineer, Dedicated Support
**Tableau Software - Kirkland, Washington**

January 2020 to November 2020

- Performing high level and escalated troubleshooting of Tableau Software's entire line of data visualization software via phone and email.
- Performing followups and callbacks on escalated technical and enterprise level service issues.

### Contract Team Coordinator
**Nintendo of America - Redmond, Washington**

December 2009 to March 2013 and December 2014 to January 2020

- Ran teams as a Contract Team Coordinator, leading a team of Generalist and Consumer Service representatives though the Christmas 2019 season, as well as the previous 2016 and 2018 Christmas seasons as well as the Nintendo Switch product launch.
- Assisted in training newly hired representatives, trained classes in absence of assigned trainer and provided troubleshooting and policy consultation for representatives once deployed.
- Successfully ran the SMS based Sales Chat and Olark Chat pilot groups in the original Team Lead's absence.
- Contributed to chat-based Knowledge Base instructions for Nintendo's offsite Network Support teams, as well as assting in recoding the corporate website for ADA compliance.
- Acted as Forum Moderator for Nintendo's Support Forums, eventually re-writing support documentation to update for their Jive-based forums, and took a point position during the move to Oracle based forums.
- Helped refine Nintendo's Bomgar-based chat troubleshooting program, and later did the same for its replacement Oracle-based and Quik-based chat programs. Also helped shape Nintendo's Sales Chat, Olark Chat and SMS Chat services.
- Performed followups and callbacks on escalated technical and consumer service issues.
- Provided in-depth research on network troubleshooting during multiple product launches.
- Performed troubleshooting of Nintendo's entire line of game systems, including Local Area Network connectivity, via phone, e-mail and text chat.
- Received the Golden USB WiFi Adapter Award for detecting and redirecting retailer abuse of the consumer chat program.

### Senior Technical Support Representative
**Single Point of Truth - Austin, Texas**

December 2013 to September 2014

- Provided customer support via phone for HVAC thermostat wiring with Nest Labs' entire line of smart home furnishings, including Local Area Network connectivity.
- Implemented resolutions for escalated followups and administrative duties.
- Mentored newly hired representatives and provided troubleshooting and policy consultation once deployed.
- Earned the Q2 2014 Rock Star Award for Customer Service.

### IT Helpdesk Support Representative
**Texas Department of Transportation - Austin, Texas**

August 2013 to December 2013

- Utilized Microsoft Active Directory and ServiceNow ticketing software while providing technical support.
- Mentored newly hired representatives, and provided troubleshooting and policy consultation once deployed.

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## PROFESSIONAL EXPERIENCE (Continued)

### Business Support Representative
**Speakeasy Internet - Seattle, Washington**

September 2008
to May 2009

- Performed troubleshooting for issues with Local Area Networks, as well as troubleshooting and repair of DSL-based Wide Area Networks.
- Handled customer billing issues.

### Level II Technical Support
**DNP Photo Imaging America - San Marcos, Texas**

July 2006
to July 2008

- Performed troubleshooting and repair of proprietary iStation software, Windows XP and 2000, SQL scripts, and PC-based iStation photography kiosks with dye sublimation and receipt printers.
- Performed followups on long-term problems or consistent errors.
- Received the 2006 "Shooting Star" and the 2006 "Whatever It Takes" Awards for Professional Excellence.

### Level Two Technical Support
**Wincor-Nixdorf - Austin, Texas**

March 2004
to June 2006

- Performed troubleshooting and repair of proprietary Beetle software, Windows XP, as well as PC-based Beetle register kiosks and receipt printers.
- Solved corporate issues with IT-based managerial support for OfficeMax stores, coordinated ATM repair, and dispatched Pizza Hut and Mariposa hardware replacement.
- Ran a full set of Federal Express tracking reports and Officemax chain inventory nightly.
- Served as Team Lead for entire overnight team.

### Senior Technical Support Consultant
**Dell Computers - Round Rock, Texas**

October 2000
to June 2001
and March 2003
to October 2003

- Performed troubleshooting and repair of Windows XP, 2000, ME and 9X systems, as well as laptop hardware assembly, troubleshooting and repair via phone and EMail support.

### Key & Color Operator, Computer Services
**Kinko's Copies - Austin, Texas**
**and State College, Pennsylvania**

November 1999
to September 2000

- Performed document creation using various word processing programs from Adobe, Quark and Microsoft as well as copy-shop machinery such as copiers, binders, laminators and cutters.
- In-store technical support for store PCs and Macs, focusing on network issues, although occasionally assisting in troubleshooting hardware issues.

### General Partner
**Dimensionality - State College, Pennsylvania**

July 1996
to November 1999

- Created scenarios, concept art, textures, designs and cut-scene scripts for games related to the Doom, Quake and Half Life engines.

### CSD Technical Support
**Zenith Data Systems Direct - State College, Pennsylvania**

November 1996
to July 1997

- Performed troubleshooting and repair of Windows 9X systems.
- Diagnosed, assembled, and repaired laptop and PC hardware via phone, e-mail and depot repair.

## MISCELLANEOUS EXPERIENCE

- Built and currently maintain two websites, including creating all content, images, artwork and HTML code.
- Created book and comic templates, composites, text effects and other related documents for website content using Adobe, Quark, Microsoft and Linux-based open source software.
- Created my own business, personally solving customer and corporate issues with hardware and software issues on various PC platforms with expired warranties or lapsed service contracts.