Robbie Mascarinas

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818-308-4762

9+ years enterprise level technical support experience in a network operation center environment. Critical thinker who addresses customer support issues efficiently and consistently exceeds performance standards. Technical Support Representative skilled at resolving complex customer service issues in a timely manner.

Operating systems: Windows 7 & 10, MacOS, Linux
Productivity: Office 365, Microsoft Word, Excel, Outlook, Powerpoint, Visio
Communication: Skype, Webex, Slack, Zoom
Database: DbVisualizer, MySQL, Netbeans
Ticketing: ServiceNOW, BMC Footprints, Jira
Help Desk: Atlassian Confluence, Wiki, Jira
Monitoring tools: Zabbix, Nagios, Solarwinds, Wireshark
Content distribution: Kencast, Aspera, Signiant, VIIA, Vodera
File transfer: Filezilla, PuTTY, WinSCP, RDP

Service Support Engineer
Deluxe Entertainment Services , Burbank CA
June 2014 to November 2019

- Responsible for providing essential network monitoring, problem identification and resolution; as well as acting as the company technical interface for all media services and additional service offerings to affiliates and providers.

- Supported the network infrastructure on internet video content distribution services via XML parsing/transformation rules.

- Monitoring, updating user groups and permissions through Active Directory.

- Provide input and feedback for the use and optimization of NOC network management applications/tools as well as NOC processes and procedures.

- Generated written communications, shift notes and other documentation to ensure effective cohesive communication with other departments and executives.

- Opening/closing Trouble Tickets & Action Item files, which explain specific and general problems that have been encountered during previous or current shift Operating as a CSR (Customer Service Representative) interface.

- Prepared Root Cause Analysis and Corrective Action Recommendations after service outages.

- Created, maintained and distributed standard operating procedure documentation, training documentation and training sessions within the NOC.

- Managed service delivery/support using Helpdesk and Wiki Systems (Atlassian Confluence and Jira, Zendesk).

Network Operation Technician
Vubiquity , Burbank CA
May 2010 to June 2014

- Performed network surveillance and basic triage based on fundamental technical concepts.

- Monitored VOD, Linear and internal network, technical and media support for all affiliates and providers, configuration, deployment and operational health of all Video On Demand systems.

- Responsible for creating technical incident documentation.

- Monitored network health through the use of test procedures and tools, problem identification isolation and resolution of network facilities and equipment as well as third party networks and components.

- Responding to trouble tickets, customer calls and monitoring alarms and following established troubleshooting and escalation procedures.

- Assisting the engineering and software development groups in resolving day to day technical issues, reporting software bugs to internal and external audiences.

- Monitored Cisco routers and switches.

- Provided direct customer support when required and resolved complex issues in a timely manner.

Skills

- Ability to demonstrate basic problem solving, and answer technical questions passed on by less experienced staff
- Ability to effectively manage to deadlines
- Excellent problem solving abilities
- Possess basic problem solving and critical thinking skills
- Capability to use email, ticketing systems, web portals and technology-specific diagnostic tools
- Ability to read and follow documented processes and procedures
- Ability to prioritize and organize proficiently in fast paced environment
- Good negotiation and listening skills

Bachelor Degree in Management
California State University Northridge

Minor in Information Systems
California State University Northridge