

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, VITA, Vodera

File transfer: Filezilla, PuTTY, WinSCP, RDP

Network Operation Technician

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).

- Compiling and publishing regular reports on content usage, system performance, uptime and other metrics for both internal and external audiences.
- Assisting the engineering and software development groups in resolving day to day technical issues, reporting software bugs to internal and external audiences

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.
- Configured and monitored Cisco routers and switches per the client's specification.
- Provided direct customer support when required and resolved complex issues in a timely manner.
- Create views, scripts, saved searches, wiki pages and other operational aids for support personnel. Creating Standard Operating Procedures (SOPs) for content workflows and troubleshooting.

Skills

- Ability to demonstrate basic problem solving, and answer technical questions.
- Ability to effectively manage 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
- Hand on with computer tools, configuration and installations

Bachelor Degree in Management / Minor in Information Systems

California State University Northridge

Northridge, CA