

Jeffery L Coombs

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| EXPERIENCE | Court Researcher - Crime Finders - Oakland, CA | 2013-Present |
| | <ul style="list-style-type: none">• Researched reportable civil suits or criminal background across multiple counties• Pulled and interpreted court dockets determining outcome of cases• Reported all findings following industry standard reporting language | |
| | Support M.I.R. Tier 3 - StubHub - Draper, UT | 2011-2013 |
| | <ul style="list-style-type: none">• Lead top tier agents in de-escalation and resolution of sensitive customer issues• Assisted team lead in bug tracking | |
| | Customer support tier 2 - eBay Inc. - Draper, UT | 2007-2011 |
| | <ul style="list-style-type: none">• Assisted new buyers and sellers with registration and use of platform• Provided technical support to high volume sellers on all aspects of the site from styling to analytics• Provided arbitration on buying and selling issues• Maintained top 10% approval rate in the US in customer satisfaction surveys | |
| | ESI Specialist - Orange legal Technologies - SLC, UT | 2004-2008 |
| | <ul style="list-style-type: none">• Built out and managed “transactional” EDD department for processing all jobs under 1TB• Guided attorney and paralegal clients through the inherent technical challenges of the electronic data discovery phase of litigation• On site server and personal computer mirroring or collection• Chain of custody compliance as outlined in FRCP• Forensically defensible raw data collection• Data Mining and filtering for human readable information• Database creation via loadfiles for either Concordance or Summation• Managed 9 virtual machines, 5 desktops and 2 servers for processing• Split and managed jobs for faster turnaround time on up to 16 machines• Quality Control | |
| | Technical Support Team - Ezwatch Store - SLC, UT | 2004-2005 |
| | <ul style="list-style-type: none">• Support for installation of full line of security systems and dvrs• Troubleshooting existing systems• Sales and support of both consumer and commercial systems• Recognition for exceptional Technical Support | |
| | Installation Technician - The Dish Professionals - SLC, UT | 2004-2005 |
| | <ul style="list-style-type: none">• Installation of both DirecTV and Dish Network systems• Installation of microwave internet hardware• Traveled to provide training to new installers on microwave internet installation | |

Executive Response Team - Gateway Computers Inc. - SLC, UT 2004-2005

- Customer Support to customers who wrote directly to the CEO of Gateway
- Given broad power to go outside of warranty and written policy to satisfy owners of Gateway products

Lead flooring technician - Croft-Beck Hardwood Flooring - SLC, UT 2004-2005

- Renovation of existing hardwood flooring and installation of new hardwood flooring
- Completed journeyman program
- Project Manager and Lead Technician on projects billing over \$100,000
- Lead 5 person team

Rapid Prototyping Technician / 3D printing specialist - Lone Peak Engineering - SLC, UT 2004-2005

- Operation and maintenance of multiple 3D printing machines including what was at the time the largest 3D Rapid Prototyping machine in the world.
- Ceramics Casting and Kiln Drying to specs within a thousandth of an inch tolerance
- Assisted in the design of the rigging system for what was at the time the largest 3D printed model in the world. Traveled out of state to lead/supervise on site construction

Software

Operating Systems: Linux, OS X, Windows < 8, Android

EDD Specific: LAW PreDiscovery, Concordance, Summation, Paraben Email Examiner, EnCase Forensic

General: Microsoft Office, Google Drive, IrfanView,

Design: Photoshop, Lightroom, Premiere, After Effects, Soundbooth, L^AT_EX

Skills

- Project management
- Hardware installation
- Routing and termination of cable: RG-6, Cat6 etc.
- Forensically defensible hard disk drive duplication
- Strong Troubleshooting Skills
- General technical aptitude with a wide ranging skill set