

## Jeffery L Coombs

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EXPERIENCE	<b>Court Researcher - Crime Finders - Oakland, CA</b>	2013-2014
	<ul style="list-style-type: none"><li>• Researched reportable civil suits or criminal background across multiple counties</li><li>• Pulled and interpreted court dockets determining outcome of cases</li><li>• Reported all findings following industry standard reporting language</li></ul>	
	<b>Support M.I.R. Tier 3 - StubHub - Draper, UT</b>	2010-2012
	<ul style="list-style-type: none"><li>• Lead top tier agents in de-escalation and resolution of sensitive customer issues</li><li>• Assisted team lead in bug tracking</li></ul>	
	<b>Customer support tier 2 - eBay Inc. - Draper, UT</b>	2010-2012
	<ul style="list-style-type: none"><li>• Assisted new buyers and sellers with registration and use of platform</li><li>• Provided technical support to high volume sellers on all aspects of the site from styling to analytics</li><li>• Provided arbitration on buying and selling issues</li><li>• Maintained top 10% approval rate in the US in customer satisfaction surveys</li></ul>	
	<b>ESI Specialist - Orange legal Technologies - SLC, UT</b>	2007-2010
	<ul style="list-style-type: none"><li>• Built out and managed “transactional” EDD department for processing all jobs under 1TB</li><li>• Guided attorney and paralegal clients through the inherent technical challenges of the electronic data discovery phase of litigation</li><li>• On site server and personal computer mirroring or collection</li><li>• Chain of custody compliance as outlined in FRCP</li><li>• Forensically defensible raw data collection</li><li>• Data Mining and filtering for human readable information</li><li>• Database creation via loadfiles for either Concordance or Summation</li><li>• Managed 9 virtual machines, 5 desktops and 2 servers for processing</li><li>• Split and managed jobs for faster turnaround time on up to 16 machines</li><li>• Quality Control</li></ul>	
	<b>Technical Support Team - Ezwatch Store - SLC, UT</b>	2006-2007
	<ul style="list-style-type: none"><li>• Support for installation of full line of security systems and dvrs</li><li>• Troubleshooting existing systems</li><li>• Sales and support of both consumer and commercial systems</li><li>• Recognition for exceptional Technical Support</li></ul>	
	<b>Installation Technician - The Dish Professionals - SLC, UT</b>	2005 - 2006
	<ul style="list-style-type: none"><li>• Installation of both DirecTV and Dish Network systems</li><li>• Installation of microwave internet hardware</li><li>• Traveled to provide training to new installers on microwave internet installation</li></ul>	

**Lead flooring technician - Croft-Beck Hardwood Flooring - SLC, UT** 2000 - 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** 1998 - 2000

- 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

**Design:** Photoshop, Lightroom, Premiere, After Effects, Soundbooth, L<sup>A</sup>T<sub>E</sub>X

**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