Jeffery L Coombs

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EXPERIENCE

Court Researcher - Crime Finders - Oakland, CA　　　　　　2013-Present

- 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 - Draper, UT　　　　　　2011-2013

- 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

Extensive heterogeneous environment spanning 7 buildings, 1300 nodes, gigabit Ethernet, fiber uplinks, 1200 active users. Full range of services including Unix shell and X application, Terminal Services, Active Directory, Web hosting, network file services (NFS, SMB, AFP), backup (Netbackup), workstation deployment, patch management, distributed power management. Staff of 7. My personal responsibilities included:

- 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

Electronically Stored Information Specialist - Orange legal Technologies - SLC, UT
2004-2008

- 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

Support for installation of full line of security systems and dvrs

Troubleshooting existing systems

Recognition for exceptional Technical Support

Sales and support of both consumer and commercial systems

Installation Technician - The Dish Professionals - SLC, UT   2004-2005

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

Croft-Beck Hardwood Flooring - Lead flooring technician - 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

SKILLS

Operating Systems: Linux, OS X, Windows < 8, Android
Environments: Vim, PyCharm, exposed to Aptana, Dreamweaver
Design: Photoshop, exposed to full CS6 Suite
Markup: Mako Django Templates, LaTeX