

OBJECTIVE

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Driven by providing excellent service and the powerful feeling of discovering solutions to problems, I always seek and cherish opportunities to learn more. I aim to be quickly contribute to a work environment and build off foundations I have created in my career.

EMPLOYMENT HISTORY

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10/2018 - Present	Technical Resource Center Analyst	Hitachi Vantara
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Troubleshooting of Hitachi Enterprise and midrange storage systems including:

- Hardware troubleshooting and log analysis.
- Host attachment troubleshooting with vendors such as VMWare, Solaris, Red Hat and others.
- Troubleshooting storage management software including Apache, Java, and certificate issues.
- Training on Fibre Channel specification and troubleshooting of issues within that Fibre Channel environments.
- Exposure to networking in SAN environments.
- Received training on various Linux distributions and virtual machines.
- Tapped to work weekends with escalation team involving real time resolutions of business critical situations.
- Experience running script quality testing in a team environment.

05/2015 - 10/2018	Genius	Apple Inc.
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Dynamic experience with troubleshooting technical issues on every Apple product and customer service including:

- Repairing Apple products.
- Innovating and demonstrating abilities to construct technical solutions in a team environment.
- Mentoring peers.
- Navigating technical issues in high pressure issues environment while providing meaningful and enriching customer service.
- Received technical training at Apple Headquarters to receive Apple Certified Macintosh Technician credentials.

SKILLS & ABILITIES

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Troubleshooting	Customer Service	JavaScript	Python	Command Line (various OS)
Expert	Expert	Beginner	Beginner	Intermediate

**Linux**

**HTML**

Intermediate

Intermediate

San Diego, California 92117

ANTHONY JOCKS

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## References

Nick Fisher

Director of Engineering

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Longtime mentor for web development and computer science overall. Introduced me to Ruby on Rails, JavaScript, libraries such as React. Let me join in on code review and helped review my code.

David Beard

Mechanical Engineer

Heliodyne

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