

Daniel Vinson

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Smart, dedicated, and entrepreneurial IT and Customer Service expert looking for a long-term position in the technology industry which can allow me to grow professionally.

Experience

Google[x] Call Center Support Technician

Milestone Technology on-site at Google (01/2014 – 02/2014)

Transferred to a Google Project X team after Chrome team was downsized. Worked on a confidential project as a call center agent. Supported wide customer base including many VIP customers with technical problems, ranging from networking, hardware, and mobile devices. Responsible for coding and some design for email templates used by entire team in Salesforce. Managed training content for internal knowledgebase.

Google Chrome Ninja

Milestone Technology on-site at Google (11/2013 – 01/2014)

Provided Tier 3 support for ChromeOS, Chromebook, and Chromecast. As a member of the final support tier, I was responsible for handling cases which were out of the scope of all other support. I documented difficult problems, created bug reports, replicated issues, and documented solutions.

Lead RMA Technician

OCZ Technology (06/2013 – 08/2013)

Promotion from QA Position. Analyzed, diagnosed, and reported on problems found in returned products. In addition, developed and optimized procedures to create an efficient RMA process, while documenting patterns and trends for failures. Maintained many testing systems in a Linux environment and supported development team by writing shell scripts and batch files to optimize use of internally developed tools.

QA Interoperability Test Engineer

OCZ Technology (03/2012 – 06/2013)

Responsible for interoperability testing Solid-State Drives over SATA, mSATA, and PCIe interfaces on desktop motherboards and laptops in Windows, OSX, and Linux environments. I managed bug regression, replication, and reporting for our team. Worked directly with Engineering and Firmware teams to ensure prompt resolution of bugs. In addition, I developed and maintained automation software for use in our testing, for both Windows and OSX.

Freelance Web Designer, Developer, and Consultant

Self Employed (2010 – Present)

Freelance web design for small businesses. Expertise in website design, graphic design, web development, hosting configuration, and consultations for both clients and other freelancers. Responsible for managing the accounting, sales, marketing, and resource management for this freelance work.

Desktop Support Technician and Web Designer

Help Desk Computers (05/2009 – 02/2011)

On-site and remote support and installation of servers, networks, and PCs for residential customers and businesses with as many as 100 users. In shop repair of PC and Mac hardware and software. Worked directly with customers via phone, in store, and on site to establish and maintain a helpful and friendly professional relationship.

Designed and maintained new website for the company, from planning stages, through creation, and deployment. Wrote and sent a monthly newsletter to our network of 500+ customers. Created and supported multiple customer websites. Managed hosting and domains for many clients.

Skills

- Highly skilled hardware repair technician with experience with Desktops, Laptops, Apple products, servers, storage arrays, and solid-state drives.
- Half of a lifetime in customer-facing support roles, responsibly representing company values and image while providing outstanding customer experience.
- Extraordinary communication skills including published writing and public speaking.
- Years of experience with Desktop Support, Managed Services, Active Directory, and Exchange from small businesses to large including use of management software such as Kaseya. A+ Certified.
- Configuration, installation, and troubleshooting enterprise and personal networks.
- Bug tracking systems and common QA procedures and best practices, using Bugzilla and Jira.
- Programming and scripting experience, most recently using Bash, previously in Java and C. Website coding experience using HTML, CSS, Javascript, jQuery, AJAX, and d3.js.
- Expert in Salesforce, including account management, lead generation, mass emails, and support

Other Accomplishments

- Co-founder, Vice President of Cyberathlete Scholastic League. Grew a high school club from 10 founding members to 400+ members, 5 schools, and thousands of dollars in revenue before leaving high school.
- Columnist for Starcitygames.com. I write technical strategy articles read by tens of thousands of the top Magic: the Gathering players in the world.

Education

San Jose State University

BS, Computer Science (Pending)