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 Project[x]
Milestone Technology on-site at Google (01/2014 – 02/2014)

Transferred to a Google Project X team, working on a confidential project. Supported a wide customer base including many VIP customers with challenging technical problems, ranging from networking, hardware, and mobile devices. Responsible for coding and design for email templates used by entire team in Salesforce. Managed training content for internal knowledgebase.

Google Chrome Ninja (Tier 3)
Milestone Technologies on-site at Google (11/2013 – 01/2014)

Provided Tier 3 support for Chromebook, ChromeOS, 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. Often as part of a team, I documented difficult problems, created bug reports, replicated issues, and documented solutions. Used Linux back end for troubleshooting of most issues and commonly wrote scripts for log parsing, automated testing, and configuration changes.

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)

I took on many freelance projects doing web design, mostly for small businesses. Projects included website design, graphic design, web development, hosting configuration, and consultations for both clients and other freelancers. I managed the accounting, sales, marketing, and resource management for all of my projects.

Desktop Support Technician and Web Designer
Help Desk Computers (05/2009 – 02/2011)

I was responsible for on-site and remote support and installation of servers, networks, and PCs for residential customers and businesses and in-shop repair of PC and Mac hardware and software. Worked directly with customers via phone, in store, and remotely to establish and maintain a helpful and friendly professional relationship. Designed, deployed, and maintained new website for the company. 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 technician experienced with Desktops, Laptops, Apple products, servers, storage arrays, solid-state drives, and mobile devices.
- 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 as A+ Certified technician in Desktop Support, Managed Services, Active Directory, and Exchange support for small businesses to large including use of management software such as Kaseya.
- Configuration, installation, and troubleshooting enterprise and personal networks.
- Bug tracking systems and QA procedures and best practices, using Bugzilla, Jira, and customer systems.
- Programming and scripting experience, most recently using Bash, previously in Java and C. Website coding experience using HTML, CSS, Javascript, jQuery, and AJAX.
- Expert in Salesforce, including account management, lead generation, and group emails.

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)