

JOO HEREDIA

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PROFESSIONAL SUMMARY

Front-end web developer leveraging telecommunications and networking background to build a more intuitive user experience on the web. Recently earned a certificate in full stack development from the University of Washington with newly developed skills in JavaScript, CSS, React.js, and responsive web design. Known as an innovative problem solver passionate about developing apps, with a focus on mobile-first design and development. Offering diverse business and technical experience facilitating a broad range of company and customer initiatives: combines strong planning, organizational and communications skills with the ability to ensure smooth flow of daily operations within a fast-paced and changing environment. Looking to facilitate a team work environment to increase productivity and enhance employee morale while utilizing my strong skill set.

EXPERIENCE

Enseo via Insight Global - Richardson, TX November 2018 to May 2019 **Technical Support Specialist**

- Provided technical assistance and expertise with any issues on the Enseo Platform including Set Top Box and High Speed Internet and DISH Satellite Equipment.
- Resolved customer issues by applying advanced techniques to identify problems, troubleshoot, and provide solutions related to application usability.

American Airlines - Fort Worth, TX June 2018 to November 2018 **AAdvantage Customer Specialist**

- Assisted AAdvantage members maintain their accounts and support the marketing efforts of the Customer Insights & Loyalty team.
- Took ownership and demonstrated expertise of the AAdvantage product while providing the highest quality of customer service in each and every contact.
- Demonstrated above average communication skills and analytical abilities in order to research and respond to customer inquiries using AA Software and SABRE.

Verizon - Southlake, TX April 2011 to December 2017 **Network Repair Bureau Technician**

- Responsible for analysis, resolution, and follow up of customer impacting events within the Verizon Wireless network.
- Provided troubleshooting to resolve any and all service impairments related to roaming (domestic, international, and global), transport services (Telco and Long distance), network hardware and software faults (switch and cell site), translations, and voice/data network elements.
- Drove issues to resolution by engaging internal and external resources such as Switch Operations, Network Operations Center, System Performance, Maintenance Engineering(or any other network organization), as well as equipment vendors, service providers, and roaming partners.
- Provided accurate and timely documentation via Remedy of actions taken to inform other Network technicians of issues and resolutions.
- Trended the Remedy trouble ticketing queue to identify efficiencies.

Data Service Operations - Maintenance Technician

- Utilized multiple application including Cisco ANA, IP Control, Service Director, HP OpenView, Network Compliance Manager (NCM), and IP Solution Center (ISC), to troubleshoot, isolate, and restore network outages.
- Investigated, isolated, and restored all major, critical and catastrophic network events. Coordinate network data outages with responsible departments and/or Vendor to minimize downtime.
- Operated and maintained Juniper M480, M320, SRX, Crossbeam IDS, Big IP F5 Load balancers, Cisco routers 12K,10K,7500,7300,3800, CRS, Switches, 6500.
- Provided Second tier technical support to the National Network Operations and Regional Operations organizations
- Support, identify, and isolate, large network outage on multiple VZW network (WDN, EDN, OTN, IT, OBM)
- Supported VZW Corporate stores on Layer 1 (fiber) and Layer 2 (ATM) using Cisco 8850 & 8950 and Nortel Passport.
- Worked with regional switches on Transport and Starent PDSN/HA issues.
- Interfaced with equipment vendors for troubleshooting, RCA, and RMA.

ATI Enterprises, INC - North Richland Hills, TX April 2010 to April 2011 Corporate Assistant Registrar

- Ensured compliance with administrative policies and procedures are maintained in accordance with ATI Enterprises and accreditation standards.

- Assisted with all training of campus level registrars, auditing, creating schedules and school start calendars, student registration and records.

ITT Corporation -Bagram Airfield, Afghanistan June 2008 to February 2010
Systems Administrator

- Responsible for operations, administration and maintenance (OA&M) of an Enterprise-class Army System of both NIPR (Non-Secure Internet Protocol Router Network) and SIPR (Secret Internet Protocol Router Network) supporting over 400 users and five remote sites.
- Performed routine system backups, account creation in Active Directory and Exchange 2003, hardware/software installation and upgrades.
- Perform troubleshooting with server, user and network issues related to Microsoft Windows 2003 Server operating environment, as well as server based applications.
- Provided verification that Windows Server Update Services was synchronizing with upstream server and verified that Symantec server was pulling updates on virus definitions and were not over a week old.
- Responsible for Exchange 2003 Server Maintenance: verified no messages are holding in the exchange Queue, cleaned out unlinked accounts from exchange if any exist, made sure all exchange stores are mounted and working, troubleshot message routing or delivery issues.
- Provided verification that backups on servers were successful or troubleshot to repair; checked every job task list and made sure everything ran successfully, checked for failure check error message.

Southwest Airlines - Dallas, TX December 2007 to June 2008
Network Operations Specialist

- Completed service request for network connectivity of UNIX and Windows environments.
- Ran and terminated Ethernet and Fiber Optic cable to Cisco devices within the Data Center, provisioned router and switch ports.
- Tracked and escalated network outages and fault conditions utilizing Remedy ticketing system to ensure proper resolution for service availability.
- Physically installed routers and switches connecting to the fiber and copper network.
- Responsible for troubleshooting WAN connectivity, bandwidth utilization, and routing issues.

- Performed Cisco IOS upgrades on multiple routers and switches within the network.

Verizon Wireless - Southlake, TX July 2002 to December 2008

Network Operations Specialist

- Monitored Verizon Wireless cellular and data network from a centralized Network Operations Center (NOC).
- Responsible for troubleshooting circuit facilities, TCP/IP network issues, Nortel 10k passport, Cisco 3845, 6500 router and switch configurations, EVDO, CDMA and analog base stations to ensure high availability and attainment of service levels.
- Performed remote testing and performance analysis of facilities to include: T1 and frame-relay circuits; digital cross-connect systems, CSU's, Lucent 5ESS/ECP, Nortel MTX/BSSM, and Motorola CBSC/EMX/OMCDO.
- Provided 2nd Tier troubleshooting support to NOC technicians regarding CISCO routers/switches, Lucent 5eSS/ECP, Nortel MTX/BSSM, and Motorola CBSC/EMX/OMCDO
- Responsible for assigning NOC Technicians geographical market assignments on a weekly basis.

EDUCATION

University of Texas at Austin; Austin, TX

Bachelor of Journalism 1995

CERTIFICATION

University of Washington; Seattle, WA

Full Stack Web Development Certificate 2020

CompTIA Network+

May 2008

CompTIA Security+

September 2008

CompTIA Linux+

October 2017

SKILLS

Node.js., Express, JavaScript, jQuery, React.js, React, JSX, GIT, GitHub, MongoDB, MySQL, Mongoose, Handlebars, HTML5, CSS3, Bootstrap, Materialize, APIs, Heroku, Terminal, AJAX, Restful API, ES6, React Hooks, JSON, Sequelize