

## Cover Letter

I have been using and creating HTML and CSS sites since 2002. I have been using and administering PHP applications since 2004, and programming them since 2009. I wrote the JQuery, Javascript, PHP and MySQL for [Doczine.com](#).

I regularly build dynamic web applications using up to date visual display methods, and I regularly browse sites like Drupal, Github, Stack Overflow and Google Code for updates on technologies in the front and backend.

I have a long history in data analysis, database modeling, programming, systems engineering and design. I have been using spreadsheet applications since Excel 95. I am good at writing technical specifications and software design documentation, because I studied it and other technical knowledge at Azusa Pacific University and Santa Barbara City College.

## Work Experience

### Technical Support Engineer

*iCRco Inc. | Goleta, California*

MARCH 2016 – JUNE 2017

- Hardware and Software support for DR and CR medical devices
- Remote access support for Clarity PACS and XC via TeamViewer
- CentOS Linux server remote command line support

### Customer Retention

*Rev3nue LLC | Carpinteria, California*

OCTOBER 2014 – FEBRUARY 2016

- Handle supervisor call escalations
- Support phone calls for Garcinia Lean Xtreme and Nature Renew
- Database CRM processing
- Customer retention

### Application Engineer

*UC Berkeley | Berkeley, California*

JULY 2013 – DECEMBER 2013

- Managed project specifications and development for eTrierer student advising software
- Wrote faceted comment search application for eTrierer student advising application
- Wrote PDF editing software which allowed existing advising PDFs to be integrated into HTML 5 web forms
- Wrote software to interface with Oracle 12 databases through PHP OCI connectors
- Consulted and commented on UC wide software and hardware system upgrades

### Software Architect

*Doczine.com | Las Vegas, Nevada*

JULY 2012 - PRESENT

- Wrote PHP and MySQL scripts for the site wide system
- Wrote original design specifications and code
- Wrote MySQL database structure and SQL database creation script
- Wrote JQuery and Javascript for upload form and home page
- Wrote infinite scroll script for home page, and user file list pages
- Maintained, upgraded, and installed Ubuntu and FreeBSD servers
- Created file upload and conversion algorithm
- Created document web crawler
- Integrated Solr based search engine
- Configured PFSense router and firewall

### IT Manager

*Troy Capital LLC. | Las Vegas, Nevada*

FEB 2013 - AUG 2013

- Managed Windows Server 2008 servers, and Windows 7 and Vista desktops
- Managed, fixed and maintained the Collect! collection database
- Wrote custom reports using Collect! collections database
- Maintained group drive data backups, off-site server backups, Ghost desktop backups
- Integrated You've Got Claims data with the Collect! database
- Processed and integrated Experian credit bureau reports into Collect!
- Managed projects to upgrade the company's infrastructure
- Managed network upgrades, and built IP camera monitoring system

### Data Integration Analyst

*Newegg Marketplace | Industry, California*

JUNE 2011 - NOV 2011

- Managed item data integration process for new and existing item sellers
- Assisted sellers with integrating data using Soap API, CSV, XLS, XML data sources
- Created weekly and monthly statistic reports on integration progress for sellers
- Managed large item lists and troubleshot errors with item integration
- Worked with development team to find and fix errors with the integration process
- Helped tracked and find bugs in the Newegg Marketplace seller portal
- Created OLAP reports to track system errors and integration progress
- Extended work with Excel spreadsheets and SharePoint reporting and tracking
- Studied sellers web applications in order to provide solutions on how to better integrate their data with the Newegg Marketplace database

### Data Manager

*AdMax Media Inc. | Santa Barbara, California*

MAY 2010 - APR 2011

- Managed lead buying and delivery process for two education lead generation call centers
- Co-managed Discount Lead Network lead reselling division of AdMax Media
- Managed email auto-responder platform integrated into lead database
- Managed the creation of new lists, column mappings, and providers in the lead database
- Managed CSV, CSV email and real time exports leaving the lead database
- Managed weekly and monthly call center media buy reports education campaigns
- Created lead analysis reports used to launch a new SMS marketing campaign
- Calculated and approved invoices for call center and Discount Lead Network media buys
- Created reports that measured data needs based on man hours and number of dials
- Wrote use cases in JIRA in order to add new features in the lead management database
- Helped Director of Engineering to document bugs in the lead management database
- Created technical and user documentation for job processes
- Used pivot tables querying OLAP cubes to create dynamic dialer reports to analyze performance metrics over periods of time

### Billing Coordinator

*Aeria Games and Entertainment | San Jose, California*

JAN 2009 - JUL 2010

- Researched fraudulent transaction activity in Aeria Games billing admin system
- Responded and tracked Google and PayPal chargebacks correspondence
- Reviewed fraudulent IP address activity reports
- Reconciled Google and PayPal chargebacks and balances
- Awarded and compiled reports for events, rebates and promotions
- Responded to billing email inquiries in email ticketing system
- Researched other micro-transaction billing systems
- Created and compiled ad-hoc Excel reports and statistic calculations
- Tested payment options on the billing test site and helped develop test documentation
- Filed JIRA bug tickets to implement new features or when software issues arose
- Coordinated with other teams to mitigate and combat fraudulent accounts
- Created and ran complex Macro express and VBA macros to automate receptive tasks

### Sr. Fraud Prevention Specialist

*Citrix Online | Santa Barbara, California*

SEPT 2005 - JUN 2008

- Researched fraudulent transaction activity in GoToMyPC and GoToMeeting customer database in real-time
- Ran fraud reports through an internal reporting system in combination with Excel
- Ran IP/DNS reports on fraudulent accounts, ran reverse phone lookups, IP matching, ran manual checks on IP and other information linked to duplicate fraudulent accounts, ran Melissa data lookups
- Tracked American Express and Paymentech chargebacks using Excel
- High volume of merchant chargeback correspondence with American Express and Paymentech using merchant ecommerce solutions, paperwork and facsimiles
- High volume of account analysis required the ability to find inconsistencies in large quantities of data. ~200 accounts a day, sometimes more depending on report and frequency
- Helped make decisions and suggestions for new tools and policy changes in response to the ever changing carder and fraud attempts
- Corresponded with customers to verify high dollar, and suspicious looking transactions
- Large amounts of Excel, Word, Outlook and PDF editing and correspondence, Updated Excel report formulas

### Customer Care Representative

*Citrix Online | Santa Barbara, California*

MAR 2005 - SEP 2005

- Handled technical support phone calls for GoToMyPC and GoToMeeting
- Dealt with general account modifications, refunds, edits, purchases etc.
- Coordinated meetings and duties through Outlook, Excel, Word
- Worked in a high tech call center with a high volume of calls
- Walked customers through ordering online
- Handled technical support emails for GoToMyPC and GoToMeeting through internal ticketing system
- Used the remote support application GoToAssist to troubleshoot GoToMyPC and GoToMeeting web applications. (GoToMyPC.com, GoToMeeting.com etc.)

### Online Customer Support Representative

*Bargain Network Inc. | Santa Barbara, California*

FEB 2002 - MAR 2005

- Assisted customers over phone, with technical/non-technical support questions
- Respond to emails regarding technical support, general customer support, and general website servicing questions
- Respond to Live Online Agent Chat requests, regarding technical support questions and general servicing questions
- Process account maintenance, refunds, editing, auditing and account modifications requests
- Evaluated beta customer support application upgrades
- Dealt with usual users level apps, worked in excel, email applets, chat applets, customer support apps, web apps, intranet, database etc.

## Education

### Azusa Pacific University

*Management Information Systems Bachelors*

### Santa Barbara City College

*Associates of Science in Computer Information Systems*