Theresa Byrd

Summary
- Dedicated Professional with experience in training co-workers / customers with Window 7 questions and issues with the Precision Dispatch System.
- Skilled working as bridge in communicating technical information to customers and team members.
- Knowledgeable in monitoring Tools Citrix, Oracle, Cisco, Java, Linux, MS Office and also Update software changes to track lines, using VM, Remote Desktop.
- Salesforce Ticketing System Incident Owner responsible for initial submission of incidents and closure of all incidents.
- Strong Verbal and Written Communication Skills
- Able to effectively work on cross functional project teams
- Self-motivated in quick changing and fast paced work environments
- Strong interpersonal skills promoting team work and task resolution
- Able to work well with others when given team specific duties and tasks
- Expert Monitor Systems Australia and resolve issues also communicating with customers.

Skills:
- Window 7, 8, Citrix, Remote Desktop, Cisco, Java, Oracle, Linux, MS Office Apps, Customer Service, Scheduling.

Education:
- Certificate of Diploma, Electronic Test Technician, United Electronic Institute, Fort Lauderdale, FL, 80
- Certificate of Diploma in Computer Management, Computer Applications and Systems, Keiser College of Technology - Melbourne, FL 1990
- College Credit Certificate in Help Desk Specialist, Brevard Community College - Palm Bay, FL.

Experience:

Riverside Technical Services, GE Transportation, Melbourne, FL   **July 2013–Present**
Tier 1 Application Support Specialist

Responsibilities:
- Monitor Unified Train Control System for Norfolk Southern and Aurizon in Australia.
- Resolving issues before escalating the call to Tier 2 or Tier 3.
- Responsible for monitoring fielded applications and escalating a call to Tier 2 support personnel per prescribed conditions.
- The position requires constant attention to applications, log monitors, queue monitors, Dashboard and other indicators of the systems health.
- Error or failure to the system must be detected and responded to without delay.
- Responsible for communicating technical information to customers and team members.
- Working with IT Team members in a 24/7 environment

- Communicating with resolving customer's issues that call with issues within their system, escalating calls that Tier 1 can't resolved.
- Managing and prioritizing of events, email shift changes and morning reports, field support reports.
- Executing a routine checklist daily, able to handle fast pace stressful situations at times.
- Monitoring mailbox and Shift change e-mails for events and resolutions.
- Monitor Tracklines and Network Visual Console with Java. Monitor Servers using PuTTY 0.63.
- Monitor Simulated Testing, Service Packs Software installations Recycle system or processes as needed if the range of free space has declined.
- Using a knowledge data base to help resolve issues.
- Responsible for training new Tier 1's team members and provides on-going training for all team members on topics.
- Responsible for writing and updating procedures.
- Reset Passwords for customers.
- Walk customers through procedures to resolved issues.
- Perform Data Collection with procedures on shifts in a scheduled time frame.

United Space Alliance; Cape Canaveral, FL   **June 2000–July 2011**
Science Staff III (Kennedy Space Center)

Responsibilities:
- Worked Launch Processing Systems Analyst (LPS) responsible for monitoring and analyzing Health status and functionality of computer network systems, launch equipment, supported testing, operations and Launching the Space Shuttle at Kennedy Space Center
- Maintained a client-server database to ensure completion of software installations on following updates.
- Performed Shuttle system testing for final checkout simulations for tanking and Shuttle Launches.
- Supported users with software and hardware issues, assisted managers, engineers troubleshooting and resolving issues concerning procedural training manuals, software and hardware.
- Responsible for testing and launching the Space Shuttle without impact.

Lockheed Martin/United Space Alliance, Cape Canaveral, FL   **April1991–June 2000**
Kennedy Space Center

- Data Processor A
- Data Processor in the Quality Data Center responsible for assisting and teaming with internal customers in retrieving all data needed in support of the Space Shuttle through all launching and network operations. High level and top secret data was required to be processed through the network database and then used by the Space Shuttle Launch team.
Responsibilities:
- Successfully input data needed to assist internal and external customers assigned to Shuttle Launch projects.

- Input data into network databases specifically used by contractors with high level clearance.
- Ensured that all documents were processed through the closure loop and verified as authentic
- Trained internal customers on database retrieval equipment to maintain control of operations.
- Provided corrective actions and created reports to document problems and resolution procedures
- Initiated Problem, Interim Problem Reports by telephone (PRACA) Problem Reports and Corrective Action handled 100 to 500 phone calls daily.
- Modified and verified information to put documents through closure loop.