# Ricardo Fernandez

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**Letters of Reference are available upon request!**

## EMPLOYMENT

**Lightspeed Systems Inc**                                                  Jan 2015 –  Apr 2015
**Apps QA Engineer**                                                        Bakersfield, CA
- Languages: Swift, C#, Java
- Bug documentation: Pivotal Tracker, Github, Salesforce
- Production release: Appstore, Google Play.
- Advanced iOS/Android troubleshooting: xCode, Eclipse, and Command Inspection.
- Release Note documentation: Internal Wiki, Customer Community Site, Company email lists.
- Weekly leadership in meetings/SCRUM/Sprint planning discussing current troubleshooting issues.

**Lightspeed Systems Inc**                                                  Feb 2014 – Dec 2014
**SaaS QA Engineer**                                                        Bakersfield, CA
- Languages: Ruby | Framework: Rails, Sinatra, Bootstrap
- Automated Testing: Cucumber BDD
- Manual Testing: Tablets, Phones, Virtual Machines, and other Supported devices.
- Bug documentation: Pivotal Tracker, Github
- Advanced iOS/Android troubleshooting: xCode and Command Inspection.
- Cloud/AWS troubleshooting.
- Production Server deployments.
- Release Note documentation: Internal Wiki, Customer Community Site, Company email lists.
- Weekly leadership in meetings/SCRUM/Sprint planning discussing current troubleshooting issues.

**Lightspeed Systems Inc**                                                  June 2013 – Feb 2014
**Webfilter QA Engineer**                                                   Bakersfield, CA
- Languages: Ruby | Frameworks: Rails | OS: Linux/BSD, Windows, Mac
- Bug Documentation: Pivotal Tracker, Github, Salesforce
- Hardware: High-end Server builds, Firewalls, Switches.
- Server Performance Analysis.
- Advisement on Customer Network Design.
- Advanced BSD Troubleshooting
- Misc Hardware Troubleshooting.
- Effective communication and management between executive departments
- Weekly leadership in meetings discussing current troubleshooting issues

**Lightspeed Systems Inc**                                                  Sept 2011 – May 2013
**Support Engineer**                                                        Bakersfield, CA
- Highest Number of Cases Taken and Closed. Over 2,500 + .
- Highest Customer Service Rating
- Advanced Network Troubleshooting
- Advanced Knowledge of BSD Environment
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.

- Perform data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Configure, monitor, and maintain email applications or virus protection software.
- Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Design, configure, and test computer hardware, networking software and operating system software.
- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Confer with network users about how to solve existing system problems.

**Affiliated Computer Services**                               March 2011 - August 2011
**Wireless Customer Care Assistant**                           Bakersfield, CA
- Customer Service
- Over-The-Phone Troubleshooting
- Over 90+ Calls a Day. About 5 minute resolution time.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Refer unresolved customer grievances to designated departments for further investigation.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.

**Mobile SmartPhone Repair**                                   May 2010 – July 2010
**Self-Employed**                                              Bakersfield, CA
- Traveling to Customer Location
- Quick and Efficient Repairs
- Client Assistance
- Marketing and Sales of service
- Troubleshooting SmartPhone for speedy resolution

**Computer Technician Intern**                                 January 2009 – June 2009
**Skyworld Inc.**                                              Bakersfield, CA
- Hardware Trouble Shooting

- Customer Service
- Customer Interaction and Assistance
- Basic Networking
- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Confer with staff, users, and management to establish requirements for new systems or modifications.

## EDUCATION

**Online Courses**                                                         Sept 2015 - Present
**Self Study** – Ruby, Ruby on Rails, HTML, CSS, Java,                     Bakersfield, CA
- RailsTutorial.org
- TeamTreehouse.com
  - Rails Track
  - Front-end Development Track
- Misc Personal Projects

**DeVry University**                                                       January 2015
**Bachelor's Degree** - Networking Science and Communication               Bakersfield, CA
- Cisco Networking
- Courses in FreeBSD/UNIX
- Management Courses

**Regional Occupational Center**                                           June 2010
**Certifications**                                                         Bakersfield, CA
- A+ Certification Course
- Hardware Troubleshooting
- Windows Operating Systems