

# Ricardo Fernandez

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Bakersfield, CA 93307

**Letters of Recommendation are available!**

## EMPLOYMENT

### Lightspeed Systems Inc

#### SaaS QA Engineer

Feb 2014 – Apr 2015

Bakersfield, CA

- Handled all Production and Staging deployments. Web and Apps.
- Created Test Plans devised of Unit and Integration tests.
- Bug documentation: Pivotal Tracker, Gemini, Github, Salesforce
- Advanced iOS/Android troubleshooting: xCode, Eclipse, and Command Inspection.
- Languages: Ruby, HTML5, CSS3
- Frameworks: Rails, Sinatra, Bootstrap, MaterializeCSS
- Automated Testing: Cucumber BDD
- Manual Testing: Tablets, Phones, Virtual Machines, and other Supported devices.
- Cloud/AmazonAWS troubleshooting.
- Direct relationship with Sr Developers to locate and resolve bugs.
- Mentorship to Jr QA and Support Department.
- Release Note documentation: Internal Wiki, Customer Community Site, Company email lists.
- Weekly leadership in meetings/SCRUM/Sprints discussing current troubleshooting issues.

### Lightspeed Systems Inc

#### Webfilter QA Engineer

June 2013 – Feb 2014

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

#### Support Engineer

Sept 2011 – May 2013

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**  
**Wireless Customer Care Assistant**

March 2011 - August 2011  
 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**  
**Self-Employed**

May 2010 – July 2010  
 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**  
**Skyworld Inc.**

January 2009 – June 2009  
 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

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### Online Courses

Sept 2015 - Present  
Bakersfield, CA

#### Self Study – Ruby, Ruby on Rails, HTML, CSS, Java,

- RailsTutorial.org
- TeamTreehouse.com
  - Rails Track
  - Front-end Development Track
- Misc Personal Projects

### DeVry University

January 2015  
Bakersfield, CA

#### Bachelor's Degree - Networking Science and Communication

- Cisco Networking
- Courses in FreeBSD/UNIX
- Management Courses

### Regional Occupational Center

June 2010  
Bakersfield, CA

#### Certifications

- A+ Certification Course
- Hardware Troubleshooting
- Windows Operating Systems