

# Jerry Bribiesca

bribiesca@gmail.com

(817) 694-9375

## **OBJECTIVE**

Seeking a challenging position where my experience and interpersonal skills will be effectively utilized.

## **RELEVANT SKILLS AND EXPERIENCE**

- Bilingual: English-Spanish
- Windows XP/7/8/10, Windows Server 2003/2008/2008R2/2012, Microsoft Office 2003/2007/2010/2013/2016, Microsoft Exchange 2003/2007/2010/2013, Microsoft Office Communicator 2005/2007/2007R2, Microsoft Office Lync 2010, Microsoft ISA, Microsoft IIS 6/7/7.5/8.5, IBM Lotus Domino 7.x/8.x, Lotus Notes 7.x/8.x, ActiveSync, Active Directory, BlackBerry Enterprise Servers 4.x/5.x, Mobile Device Management software suites, Microsoft SQL 2005/2008/2012/2014, VMware 4.1/5, Hyper-V, Amazon Web Services, CRM, Avaya IP Office, Apple iOS/Mac OSX, Android, WatchGuard, Microsoft Visual Studio 2010 (.NET)

## **PROFESSIONAL EXPERIENCE**

**PeirsonPatterson, LLP. (PPDocs, Inc.), Arlington, TX**

**10/12-Present**

### ***Director of Information Technology***

- Manage all day to day IT operations for the entire company
- All backup tasks, updating our company website and in house applications on a weekly basis
- Manage all expenses for three departments
- Purchase all IT equipment for three departments
- Help provide support to all departments with any issues
- Manage a team of five IT employees, which includes programmers, system analysts, and customer service agents
- Assist programmers with any issues during development including help writing code for our in house applications/website
- Handle all relationships with outside vendors and approve contracts
- Handle providing all due diligence packets to our clients
- Helped implement the TILA-RESPA Integrated Disclosures, which has been the biggest change the mortgage industry has ever seen
- Converted all of our physical servers into virtual machines to prepare them for Amazon Web Services (AWS)
- Moved our entire in house infrastructure to AWS
- Manage all web servers, SQL servers, Microsoft Exchange
- Configured site to site VPN to AWS
- Configured site to site VPN to other AWS regions for replication
- Wrote all of our disaster recovery documentation and took our existing RTO from 24 hours to 1 hour
- Help sales and marketing with all promotion material. Design our logo and flyers using Adobe Illustrator and Photoshop
- Give sales presentations to high profile clients who are interested in our products
- Lowered IT expenses while also increasing availability of all IT services
- Part of the team who has increased sales by \$1.8 million dollars a year

- Reviews all daily correspondence in the priority support e-mail queues using Lotus Domino Notes client
- Complete all AD-HOC testing required by customer support operations, requires building out customer environments to reproduce software/hardware issues
- Manage device inventory for customer support operations
- Assigned and associated VPN profiles to competitive devices such as iOS and Android devices for customer support
- Remotely deployed and installed mobile applications to iOS, Android, and BlackBerry devices using mobile management software
- Configured Microsoft IIS in order to have multiple sites in the organization and application pools
- Participated in meetings with team leads in regards to what their department might need in their infrastructure to build out using VMware and allocated resources to them in ESX
- Build out Windows 2003/2008/2008R2 server operating systems to configure their associated group policies and prepare the Active Directory schema for Exchange
- Manage, maintain, and build virtual testing environments for customer support operations which consisted of 2000 users on 3 ESX hosts. Used VMware and VisionApp software to deploy the environments, includes installing domain controllers, assigning group policy objects, and the relevant Exchange servers.
- Rebuild customer environments such as Bank of America, Citigroup, Goldman Sachs to test quick fixes in their environment provided by software development, included installing multiple domain controllers, Exchange 2003/2007/2010, IBM Lotus Domino 7.x/8x, Microsoft ISA 2006, Microsoft Office Communicator/Lync 2010, BlackBerry Enterprise Servers, Microsoft SQL 2005/2008R2, and configure their associated group policies.
- High level of expertise on all BlackBerry Enterprise Servers and their associated mail platforms such as Exchange, Domino, and GroupWise
- Beta test hardware and software before released to the customers and provide feedback to software development

***Technical Support Rep (B2)***

- Reviews all daily correspondence in the priority support e-mail queues using CRM software
- Handle customer technical escalated phone calls with users ranging from 50-1500 user accounts and were critical to their success
- Mentor all team members and available to help with customer issues and escalations
- Use VMware to reproduce customer issues and test our software developers fixes to ensure they are correctly resolved and ready for external release/beta, included gathering customer files and reproduce with the latest MDAemon software
- Prepped Windows Server 2003/2008/2008R2 to install software in order to troubleshoot issues
- Installed BlackBerry Enterprise Server Express to work with MDAemon software
- Write our technical knowledge base articles and publish them on our company support site
- Create monthly e-mail and phone reports to be viewed by management
- Create daily reports of email and phone calls to be given to my direct manager
- Monitor our community forums to ensure accurate information is given by our own technical staff
- Involved in the majority of special tasks and projects for our technical department
- Assisted customers with their mobile devices such as Apple iPhone, Android, and BlackBerry devices

- Used WireShark in order to troubleshoot ActiveSync issues customers encountered with their mobile devices
- Reproduce customer issues in an Exchange 2003/2007/2010 environment in order to pin point the issue being with MDAemon and not a universal issue
- When needed and volume is high, still participate in helping fulfill the needs of my old role

### ***Technical Application Support***

- Reviews all daily correspondence in the support e-mail queues to insure that questions have been answered, decisions have been acted upon, and problems have been resolved using CRM software
- Handle customer technical phone calls, correspondence, complaints, and inquiries
- Work with other Alt-N departments including software developers, quality assurance, and technicians to resolve client issues
- Processes, diagnoses, and troubleshoots software issues raised by clients
- Researches in-depth technical problems and issues
- Developed strong customer relationships to ensure customer satisfaction
- Participates in the testing of beta products and quality processes, providing validation of desired functionality in products
- Use VMware to reproduce customer issues and test our software developers fixes to ensure they are correctly resolved and ready for external release/beta, included gathering customer files and reproduce with the latest MDAemon software
- Prepped Windows Server 2003/2008/2008R2 to install software in order to troubleshoot issues
- Installed BlackBerry Enterprise Server Express to work with MDAemon software
- Assisted customers with their mobile devices such as Apple iPhone, Android, and BlackBerry devices
- Configured Microsoft IIS and use it as an internal web server, including multiple sites and application pools
- Used WireShark in order to troubleshoot ActiveSync issues customers encountered with their mobile devices
- Reproduce customer issues in an Exchange 2003/2007/2010 environment in order to pin point the issue being with MDAemon and not a universal issue
- Create procedures and knowledge base articles to be published on our company website
- A team player when it comes to resolving all customer issues and giving technical assistance to the team
- Provide new hire training for new employees

### ***Technical Support Representative***

- Answer telephone (or email) inquiries in a priority-based queue regarding the BlackBerry smartphone, Desktop Manager Software, and BlackBerry Enterprise Server using Remedy software
- Assisted high level customers within Fortune 100/500 companies with 100-40,000 users
- Gather information, research and troubleshoot technical inquiries
- Leverage both internal and external knowledge-based systems for assisting the callers
- Log issues and customer information into ticketing system
- Reproduce customer issues within a VMware environment including adding/removing users from Exchange 2003/2008/2008R2 using Active Directory
- Troubleshoot issues with Windows 2003/2008/2008R2
- Troubleshoot Apple OSX software in order to synchronize with BlackBerry devices
- Assisted moving users to an Apple iOS device as customer loyalty cases

- Assist with customer survey responses regarding negative and unresolved cases.
- Provide new hire training for new employees
- Test the latest BlackBerry technology and provide feedback to software development

**Gray's Wholesale Tire, Fort Worth, TX**

**5/03-5/08**

***Computer Support***

- Install and maintain computers and software such as Antiviruses for the company staff
- Create and maintain user accounts using Active Directory and assigned multiple group policies to different machines for VIPs and regular staff
- Assisted with Exchange 2003 upgrades and maintenance including setting quotas for users
- Installed and maintained Windows Server 2003 and Windows XP workstations
- Provide technical support for all staff members
- Used mainframe system to maintain user accounts and printers
- Install multiple hardware upgrades to 50 users onsite and occasional travel to the 30 remote users
- Assisted with the HTML coding of the new company website
- Maintained the companies e-commerce server and assisted with customer training on placing online orders
- Worked closely with software and hardware vendors to make purchase decisions regarding new hardware

**EDUCATION**

High School Diploma

North Crowley High School, May 2003

**PROFESSIONAL REFERENCES**

Available upon request