

## **Justin Gery**

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### **Summary:**

A solutions driven software support/programmer with 5 years of software and hardware troubleshooting. Looking to continue implementing automation scripts and tools to create solutions to improve processes and operations.

### **Education:**

ITT Technical Institute – Richardson, TX

September 2014 – September 2016

*Associate of Applied Science in Network System Administration*

### **Technical Skills:**

- Skilled in Python programming
- Basic HTML knowledge
- Data Mining
- Data Analysis
- Process Automation
- RESTful API's
- Network Monitoring Tools
- Effective troubleshooting Windows OS Client/Server
- Proficient with Linux/Unix OS

### **Employment History:**

T-Mobile USA

Frisco, TX

March 2016 – Current

*Network Operations Center Technician*

- Generated a Python application with Tkinter library utilizing RESTful API and JSON objects to automate ticket creation and escalation. Saved 10 minutes per escalation and ensured the correct data was sent to the proper teams.
- Established a custom script utilizing Python and the library Paramiko in order to login to Unix servers and gather error codes for Data Mining jobs. The script would then update a ticket. Increased productivity by reducing tech time spent on a ticket by 5-7 minutes.
- Composed a script using Python and the Selenium library to login to MyT-Mobile.com service account. The script would scan for predetermined key elements to decipher if there was a malfunction with page loading. If an error was noted a screenshot was taken and uploaded to the ticket. Saved 10 minutes per ticket created.
- Developed Python application with Tkinter library that aggregated spam and malicious activity reports for user submitted IP addresses. Decreased technician time spent on Incapsula by 2-4 hours per day.

- Created a custom script using Python and Pandas Dataframe to gather data from over 2000 tickets saving hundreds of man hours.
- Manipulated jobs within Control-M application to meet necessary SLA's.
- Validated and troubleshoot Tier 1.5 server and application alerts.
- Coordinated troubleshooting efforts to resolve customer and business impacting incidents.

Icon (Client T-Mobile USA)

Frisco, TX

July 2015 – March 2016

*Network Operation Associate/ Team Lead*

- Monitored and escalated alerts and outages on a multi-million-dollar revenue alarming system to Directors, Vice Presidents, and CEO of T-Mobile USA.
- Initiated and resolved tickets with various teams and services using AWS, Traffica, Splunk, AppDynamics, SiteScope, and Power BI.
- Created Standard Operation Procedures.
- Managed and assigned daily tasks to technicians to ensure maximum business coverage.
- Mentored and provided feedback to technicians to further develop their knowledge and skills.

Icon (Client T-Mobile USA)

Frisco, TX

November 2014 – July 2015

*Help Desk Specialist/ Shift Lead*

- Provided expert, creative and rapid response to customer incidents of varying complexity to ensure customer productivity.
- Researched, resolved, and responded to inquiries received via telephone calls, e-mail, trouble tickets and callbacks in accordance with company standards.
- Coordinated customer and support issues to ensure timely distribution of knowledge and positive impact on customer satisfaction and productivity.
- Acquired and maintained current knowledge of relevant product offerings and support policies to provide technically accurate solutions to customers.
- Monitored Queue to ensure talk time thresholds were not exceeded.
- Performed trend analysis for call spikes without a known cause.
- Escalated tickets with relevant prioritization.
- Managed Specialist's productivity.
- Created Standard Operations Procedures for the knowledge management system.