

# Jenny Bramble

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## Skills

7+ years customer service  
7+ years computer support  
7+ years Linux (primarily Red Hat)  
6+ years Windows (2000, ME, XP, Vista) and Solaris support  
2+ years experience in a managerial role  
1+ years experience in technical writing and knowledge management  
Some networking  
C++, Visual Basic 6.0, Java, JSP, BASH scripting  
CSS, HTML, PHP, Javascript knowledge  
Design and execution of complex MySQL queries  
Excellent customer service skills  
Excellent verbal and written communication  
Excellent managerial skills

## Certifications

Red Hat Certified Engineer  
Red Hat Certified Architect Classes

## Education

**North Carolina State University**  
2003-present  
Computer Science, with a Psychology minor

## Work Experiences

### **ReverbNation** *July 2010 - present*

Infrastructure  
Support

- ◆ Designing, maintaining, and executing ad hoc MySQL queries
  - ◆ Maintaining and updating tables
  - ◆ Creating queries with management, product, and finance
  - ◆ Design and tracking of marketing emails
  - ◆ End-user testing
  - ◆ Application troubleshooting with ReverbNation website
  - ◆ Management of development ticket queue
  - ◆ Created a priority system to indicate the urgency of tickets
  - ◆ Acted as a liaison between development and support
  - ◆ Purchasing of computer, office furniture, and other supplies
  - ◆ Created and executed an office move plan
  - ◆ Asset management, including laptops, software, furniture
  - ◆ Account management
  - ◆ Administration of internal tools including SupportCenter, Bugzilla, Tracs, RingCentral, GetSatisfaction
  - ◆ Managed phone system
  - ◆ Handled office networking including punching down on patch panels, setting up routers, and allocating resources
  - ◆ Task automation with bash scripts
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<p><b>WebAssign</b>  <i>Jan 2010 - Mar 2010</i></p> <p>Call Assistant for the Student Helpdesk</p>	<ul style="list-style-type: none"> <li>◆ Application troubleshooting with WebAssign</li> <li>◆ Windows troubleshooting with XP, Vista, and Windows 7</li> <li>◆ Mac troubleshooting with OSX</li> <li>◆ Phone support up to 80/day in addition to web tickets</li> <li>◆ Resolved tickets from web queue (up to 40/day, in addition to calls)</li> <li>◆ Researched and reproduced bugs within the system</li> <li>◆ Improved documentation on the system</li> </ul>
<p><b>AbriYah</b>  <i>Dec 2008 - April 2009</i></p> <p>Junior System Administrator</p>	<ul style="list-style-type: none"> <li>◆ Upkeep of Windows, Red Hat, BSD, and CentOS servers</li> <li>◆ Extensive use of Cpanel to manage servers, user web accounts</li> <li>◆ Creation of an internal knowledgebase, including SOPs</li> <li>◆ Management of paperwork, accounts, and other administrative tasks</li> <li>◆ Taking support calls via phone and web</li> <li>◆ Audit of web server accounts via bash scripting</li> <li>◆ Assisted with disaster recovery planning</li> </ul>
<p><b>Red Hat, Inc</b>  <i>Jan 2007 - April 2008</i></p> <p>Knowledgebase Master Editor</p>	<ul style="list-style-type: none"> <li>◆ Prioritized and handled the suggestions queue</li> <li>◆ Proofread and published up to 20 articles per day</li> <li>◆ Organized and ran training</li> <li>◆ Improved article submission, metrics, and reporting</li> <li>◆ Created new processes to streamline the creation of articles</li> <li>◆ Migrated articles from legacy tools</li> <li>◆ Created and promoted new reward programs and incentives</li> <li>◆ Helped with testing of a new knowledge management system</li> <li>◆ Sought out and resolved issues with the existing system</li> </ul>
<p><b>Red Hat, Inc</b>  <i>June 2006 - Jan 2007</i></p> <p>North American Level 1 Team Lead</p>	<ul style="list-style-type: none"> <li>◆ Provided individual and team metrics</li> <li>◆ Assisted with process and policy implementation and improvement</li> <li>◆ Performed services as a 'go-between' for support and engineering</li> <li>◆ Created weekend schedules and managed PTO and group events</li> <li>◆ Contact point for India-based night shift supervisor, supplementing the work of the supervisor when needed</li> <li>◆ Contact point for Sales Engineering team, providing summaries of tickets, list of tickets, and informing the technicians on the tickets of the customer's desires as communicated by the Sales Engineering team</li> <li>◆ Contact point for Australia-based department</li> <li>◆ Contact point for Customer Service</li> <li>◆ Contact point for outside management into the team</li> <li>◆ Acted as first management escalation point for customer issues</li> </ul>

	<ul style="list-style-type: none"> <li>◆ Presented new projects, progress, and metrics to management</li> <li>◆ Participated in conference calls between technicians and customers</li> <li>◆ Ran performance reviews</li> <li>◆ Interviewed candidates for positions</li> <li>◆ Ran training for new hires and outside customers</li> <li>◆ Assisted with the development of new training plans</li> </ul>
<p><b>Red Hat, Inc</b>  <i>Jan 2006 - June 2006</i></p> <p>Associate Technical Support Engineer</p>	<ul style="list-style-type: none"> <li>◆ Provided support on RHEL and layered products</li> <li>◆ Red Hat Enterprise Linux 2.1, 3, 4, 5 as well as limited Fedora support</li> <li>◆ Red Hat Satellite, Proxy Server, Cluster Suite, and more</li> <li>◆ Monitored public IRC channels</li> <li>◆ Wrote articles to fill gaps in the existing Knowledgebase</li> <li>◆ Assisted team members via e-mail, in person, and IRC</li> <li>◆ Contributed to the group intranet, providing documentation and notes</li> </ul>
<p><b>Red Hat, Inc</b>  <i>Jan 2006 - June 2006</i></p> <p>Web Team Project Manager</p>	<ul style="list-style-type: none"> <li>◆ Developed project time lines and project plans in conjunction with team and manager</li> <li>◆ Ensured prompt production of deliverables</li> <li>◆ Worked with various global teams to get all information consolidated</li> <li>◆ Acted as the contact point for the L1 Knowledgebase Team, providing proofreading for grammar as well as technical knowledge</li> <li>◆ Redesigned the existing website based on usability principals and user-centered design</li> <li>◆ Created and distributed a requirements document detailing the issues with the current site and resolutions</li> </ul>