

# Abbie Gonzalez

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## IT DESKTOP SUPPORT MANAGER

<i>Strategic/Analytical Thinker</i>	Highly skilled professional with proven track record analyzing problems,
<i>Project Management</i>	designing and implementing solutions. In-depth expertise providing
<i>Application Testing</i>	technical advice, guidance, informal training, troubleshooting and
<i>Technical Troubleshooting</i>	restoring service and equipment.
<i>CMS Development</i>	Evaluate new desktop software and hardware for compatibility and
<i>Quality Assurance</i>	deployment. Recommend procedures and controls for problem
<i>Documentation</i>	prevention. Perform necessary diagnostic and corrective actions for
<i>Full Stack Web</i>	hardware and software problems. Prioritize and delegate issues and
<i>Development</i>	requests.
<i>Process Improvement</i>	Demonstrated ability to motivate, lead and teach employees. Excellent
<i>Cross-Team Collaboration</i>	communication, interpersonal, troubleshooting and prioritization skills;
<i>Website Builds</i>	Successfully handle multiple projects simultaneously. Collaborate cross-
<i>Creative Problem Solver</i>	functionally to ensure all corporate personnel is trained on equipment. Work well independently and as team member, in diverse environments, and under pressure.

## PROFESSIONAL EXPERIENCE

**Summit Healthcare** 2013-2018

*Quality Assurance Engineer* 2018

Developed and executed exploratory and automated tests to ensure product quality. Designed and implemented tests, debugged and defined corrective actions.

- Deliver elite customer service through responsive interfacing, problem assessment, prompt determination of corrective actions and comprehensive follow-up.
- Conducted tests before product launches to ensure software ran smoothly and met corporate needs while being cost-effective.
- Tested, documented and resolved application bugs.
- Point of contact for escalated support team problems.

*System Administrator* 2016 - 2018

Member, Confidentiality/Security Team, handled security policy, prevented PHI leaks, tested products and servers for vulnerabilities. Provided technical support for both hardware and software issues. Handled configuration and operation of computer operating systems.

- Integrated HelpSpot, Aha, TFS and Drupal to provide better user experiences, better handling of PHI and additional features.
- Continued development of custom Drupal plugins and theme based on corporate need.
- Developed .Net applications to assist in applying patches and performing common fixes.

# ABBIE GONZALEZ

Page 2 • Career Progression (Cont.)

- Created asset management process, enrolled all new computers in MDM with Meraki and Apple Device Enrollment, making previous manual tracking obsolete thereby saving ton of time for troubleshooting, device management and inventory.
- Managed Visual Studio Online account for Development (TFS & Azure)

## **Customer Support / IT**

**2013 - 2016**

Maintained and monitored computer systems and networks. Provided application support, documented common customer issues, reported new bugs to development.

- Designed and maintained company's support and knowledge base website, migrated previous public SharePoint-based portal to Drupal.
- Collaborated with other departments to ensure support website met their needs, encouraged them to add content.
- Wrote web applications utilizing jQuery Mobile to help customers with their installs.
- Participated in company user group for new projects, helped drive design and UI changes.

## **Freelance Developer**

**2007 - Present**

Conceive, design, create and develop a wide variety of applications.

- Designed one of the first Bible web applications for the iPhone (isword.org/), now also programmed to other mobile devices.
- Developed themes and plug-ins for WordPress, Drupal and custom sites.
- Created web applications using PHP and JavaScript.
- Designed and maintain open source typeface, OpenDyslexic, that helps with dyslexia symptoms and has achieved international success (opendyslexic.org); advise other developers and authors on implementing OpenDyslexic into their products.

*Additional professional experience includes Support Analyst at BlueCross/BlueShield of Massachusetts and Personalized Product Corrector at Main Street America Group.*

## **TECHNICAL PROFICIENCIES**

PHP | HTML | +CSS | JavaScript | jQuery | iOS Development | iPhone | iPad | Windows Phone | Blackberry | webOS | .Net | C# | LiveCode | VBA | Automation | Macro Express | Scripting Toolkit | WordPress | Drupal | Git | TFS | Microsoft Office Suite | Adobe Creative Cloud | Windows and Windows Server | MacOS | Linux | Niche OSs | QNX | LG webOS | Solaris | Databases | Data Structures | Algorithms

## **EDUCATION AND CERTIFICATIONS**

PENSACOLA CHRISTIAN COLLEGE, Pensacola, FL.

### **Software Engineering**

#### **Honors**

NBC Hispanic Innovators, 2013 | Application Developers Alliance Developer of the Week, 2013 | Speaker, TEDxGateway, Mumbai (OpenDyslexic), 2012

#### **Certification**

CompTia A+