

Vincent He
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College Education:

University of Texas
Austin, Texas
Bachelors in Computer Science
May 2011

Summary:

Results-oriented Technical Support Engineer with 10+ years of experience in resolving complex hardware and software issues. Proven ability to troubleshoot efficiently and deliver exceptional customer service, consistently exceeding satisfaction targets. Strong analytical and communication skills ensure clear explanations and first-call resolutions. Eager to leverage expertise to contribute to a team-oriented environment. and contribute to innovative projects.

Technical Skills:

CentOS/RHEL, Ubuntu, Bash, Perl, Python, Java, Ansible, ADB, Raid, LVM, TCP/IP, DNS, iptables, VPN, Wine, MySQL, Windows Active Directory

Work Experience:

Lifesize Video Conferencing May 2014 – Present *Worldwide Technical Engineer II*

- *Streamlined onboarding process:* Configured Linux/Cygwin environments for new hires, ensuring a smooth transition into their roles.
- *Bridged the gap between customers and engineering:* Advocated for customer expectations during SCRUM collaborations, fostering a customer-centric approach.
- *Automated troubleshooting:* Created scripts to efficiently diagnose issues and determine system health, improving support efficiency.
- *Developed comprehensive knowledge base:* Authored internal documentation for Linux tasks and user-friendly public documentation for new products, empowering both internal teams and customers.
- *Contributed to product innovation:* Participated in testing and evaluation of internal beta/pre-release projects, driving successful product launches.
- *Enhanced troubleshooting capabilities:* Collected and analyzed logs from embedded Linux endpoints and servers, providing valuable insights for proactive problem-solving.
- *Ensured smooth product transitions:* Defined policies and processes for legacy/end-of-life products, mitigating disruptions and ensuring a seamless shift.

Cynch Inc Jul 2013 – Feb 2014 *Linux/Windows Systems Administrator*

- *Ensured web hosting uptime:* Managed web hosting accounts, including server installation, migration, and troubleshooting, to guarantee optimal performance and prevent disruptions.
- *Delivered 24/7 customer support:* Provided on-call support for after-hours outages, resolving critical issues and minimizing downtime for clients.
- *Automated problem-solving:* Scripted tools to streamline troubleshooting processes, accelerating issue resolution and enhancing support efficiency.

Datafoundry Oct 2011 – Mar 2013 *Linux Network Administrator*

- *Safeguarded network infrastructure:* Monitored and maintained a global network of usenet, VPN, and SAN clusters, ensuring optimal performance and security.

- *Resolved critical network issues:* Served as a primary responder to network alerts, following documented escalation procedures to resolve critical issues efficiently.
- *Enhanced team collaboration:* Contributed to the development of workflow standards using wiki documentation, fostering a more streamlined and efficient approach for the team.

Skillpoint Alliance September 2006 – December 2009 *Network Administrator*

- *Ensured Business Continuity:* Maintained office support systems and production servers, guaranteeing smooth operations and preventing data loss or downtime.
- *Data Recovery:* Rescued and restored critical data from failing hardware, minimizing disruptions and safeguarding user information.

About Me:

<https://vincenthe.com>