

# PATRICIA (TRISHA) M. PEÑA

Nashville, TN Area

615.669.6244

trisha@trishapena.com

---

## CERTIFICATIONS

CompTIA A+ Certified Professional  
Network+ Certified Professional  
Security+ Certified Professional

Microsoft® Certified Technology Specialist  
ITIL v3 Foundation Certification  
LFS101x: Introduction to Linux

## PROFESSIONAL EXPERIENCE

**BNY MELLON, NASHVILLE, TN**

**2013 to present**

*Vice-President, Specialist Systems Engineer/Programmer*, 2015 to present

Responsible for administration and policy creation for Symantec Endpoint Protection for 90,000 endpoints worldwide, including both servers and workstations. Primary responsibilities include assisting with design and implementation strategies for the anti-virus infrastructure, identify and manage special projects requiring thoughtful analysis and strategic thinking, maintain/monitor performance of anti-virus infrastructure servers, responding to security incidents in a production environment, and perform analysis of metrics in SQL databases for reporting and remediation.

*Senior Infrastructure Operations Analyst - Global Distributed Services*, 2014 to 2015

Contributes to the achievement of team objectives and SLAs by coordinating Remedy tickets and emails, keeping the queue running smoothly through *Work Flow Coordinator* duties. Overall top ticket closer for 2014/2015 of staff of 50, closing 5% of all Remedy tickets. Resolved reports of various infrastructure problems dealing with the mainframe, mid-range, distributed, web, and PC environments. Assisted with implementation and maintenance activities for computer system software and configurations. Performed environment health checks as per the procedures and request provisioning. Assisted in coordinating changes to software configurations. Assisted management and users with basic hardware and software needs when recommendations are made for upgrades or new purchases. Aids the middleware team in providing on-site and on-call support through analysis and research. Communicates both formally and informally with customers and end users. Second Shift.

*Network Support Specialist II - Global Distributed Services*, 2013 to 2014

Provided monitoring, troubleshooting, and repair network infrastructure components including appropriate managerial and business communications and escalations. Provided supporting and performing maintenance on infrastructure components. Communicated with the Engineering groups and Clients to transfer knowledge and improve processes / procedures that are followed by the Data Center. Scope of environments includes Windows and Unix/Linux operating systems. Second shift.

**TTI OF USA, CONTRACTOR FOR BNY MELLON, Nashville, TN**

**2012 to 2013**

*Production Support Specialist – Premium Services Technology*

Second shift, running batch jobs at end of banking day on various mainframe, mid-frame, distributed, web and PC operating systems. Responsible for monitoring systems and applications. Troubleshoot file access and permission issues across various platforms including Windows, UNIX/AIX, LINUX and Mainframe. Investigate and resolve file transmission production issues and support transmissions both internal and external to the organization. Interfacing with application support, reviewing and maintaining shift turnover and performance of daily batch jobs.

**DELL, INC., Nashville, TN**

**2010 to 2012**

**APEX SYSTEMS, INC. CONTRACTOR FOR DELL, INC.**

***Client/SMB Technical Support Senior Associate / Help Desk Technician***

Provide first line of support for customer resolution and/or escalation. Email and telephone support as a Help Desk Technician for Army account users. Determine the nature of user's problem, provide solution and assist user with resolution. Create, document, resolve, track and escalate trouble tickets using RightNow, CA Unicenter Service Desk and BMC Remedy ticketing software.

- Consistently ranked as top performer in quantity and quality/audits.
- Routinely resolves client issues abandoned by previous agents.
- Dictated the standard of excellence for the Army Knowledge Online email response.

**ROGERS GROUP, INC., Nashville, TN**

**1987 to 2009**

***System Support, 2004 to 2009***

Provided internal technical support to company's 1500 employees via phone/on site. Maintained corporate intranet and external websites. Performed computer operations and maintained tape library.

- Won Safety Star Award for enhancing the safety section on the intranet, 2005.
- Designed Bottom Line Technology documents to be integrated into Oracle systems.

***Webmaster Specialist, 2000 to 2004***

Continued maintenance of intranet and external corporate websites. Restructured computer operations for transition to Oracle based system.

- Received Good Citizen Award for donation of personal service to Spinal Bifida Supplies website, 2001.
- Established efficient operations schedules to insure timely processing.

***Programmer II, 1997 to 2000***

Original design and implementation of corporate intranet and external websites. Became sole evening computer operator.

- President's Performance Award winner for recognition of role in launching corporate websites, 1999.

***Lead Computer Operator, 1987 to 1997***

Responsible for night shift computer operations maintained tape library, operations troubleshooting. Worked independently with no supervision.

- Restructured staff schedule to eliminate mandatory overtime, saving approximately \$10,000 a year. Won Pathfinder Award for new schedule.

**THE ROSE QUARTZ CORPORATION, Hermitage, TN**

**1995 to 2007**

***Website Design and Maintenance***

Freelance website design and maintenance for commercial clients. Responsible for all phases of each project. Originally designed one of the Top Ten Radio websites in Nashville, 1995-1997.

## **PROFESSIONAL DEVELOPMENT, TECHNICAL TRAINING AND OTHER CERTIFICATIONS**

Self-taught HTML programming. Various web tools including Allaire Homesite, Paint Shop Pro, Real Audio/Video, Flash, Perl, JavaScript, Movie Maker, Camtasia, Cool Edit Pro. Adept at social media including Facebook, Twitter, blogging.

**Fowler International Academy of Professional Coaching:**  
Certified Life Coach

### **Dell Certified Systems Expert (DCSE) Certifications:**

Customer Handling Skills Certification (DCSE ID 802)  
DSP - Customer Experience V.2.5 Certification (DCSE ID 640) EMEA  
Customer Handling Skills-Certification (DCSE ID 1001) DMS (NON\_DSP)  
Client Softskills - Certification (DCSE ID 685) Dell Foundations 2010  
Desktops Certification (DCSE ID 3016) Dell Foundations 2010 Portables  
Certification (DCSE ID 2003) Trusted Advisor for Field Service (DCSE ID 722)  
Dell Certified Technician (Warranty Direct) DCSE OnSite  
Troubleshooting (DCSE ID: 3028)

### **NASBA Certificates:**

Dell Specific: EA Softskills Level 1, Leadership/Team Participation  
Customer Service Representative (CSR) certification

Microsoft Office XP Master Certification:  
Word 2002 Expert, Excel 2002 Expert, PowerPoint 2002, Outlook 2002

Microsoft Office 2003 Specialist Certification: Outlook  
2003, PowerPoint 2003

Microsoft Certified Application Specialist: Outlook  
2007, PowerPoint 2007

## **EDUCATION**

DeKalb Community College/Technical Institute, Honor Graduate  
Associate of Science Degree in Data Processing. Attended on Full Scholarship.

## **PERSONAL ACTIVITIES AND ACCOMPLISHMENTS**

- Multiple Half-Marathons and full Marathon completions since 2004.
- Accomplished poker player: World Series of Poker 2007 Ladies World Championship, 83rd place out of 1286 players; World Series of Poker 2008 Razz, 80th place out of 453 players (next to last woman standing).