

PATRICIA (TRISHA) M. PEÑA

2137 Strombury Drive

Hermitage, TN 37076

615.669.6244

trisha@trishapena.com

CERTIFICATIONS

CompTIA A+ Certified Professional
CompTIA Network+ Certified Professional
CompTIA Security+ Certified Professional
Microsoft® Certified Technology Specialist
ITIL v3 Foundation Certification

DEPT OF DEFENSE REQUIREMENTS

DoD Secret Security Clearance: Current/Active
DoD IA Certification: Obtained February 2011
DoD IASO: Obtained August 2010
CAC: Current through September 2014

RELAVENT PROFESSIONAL EXPERIENCE

DELL, INC. / DELL SERVICES FEDERAL GOVERNMENT, Nashville, TN

2010 to present

APEX SYSTEMS, INC. CONTRACTOR FOR DELL, INC., Nashville, TN

2010

Government Services Analyst

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 four of the Top Ten Radio websites in Nashville, 1995-1997.
- Other clients included Two Rivers Mansion, Riverwood Mansion, Nashville Curling Club, Andy's Foundation, Rich Stone Productions, Lee Company.

**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. Social media, including Facebook, Twitter, blogging.

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)

Basic Wireless Technology - Certification (DCSE ID 577)

Managed Deployment Tech Lead Assessment Rev. A01 (DCSE ID702)

Trusted Advisor for Field Service (DCSE ID 722)

Dell Certified Technician (Warranty Direct)

DCSE OnSite Troubleshooting (DCSE ID 3028)

DCSE Service Call Essentials - EMEA Client & Enterprise (DCSE ID 3048)

NASBA Certificates:

Dell Specific: EA Softskills Level 1, Leadership/Team Participation

Customer Service Representative (CSR) certification

Microsoft Certified Application Specialist: Outlook 2007, PowerPoint 2007

Microsoft Office 2003 Specialist Certification: Outlook 2003, PowerPoint 2003

Microsoft Office XP Master Certification: Office 2002

EDUCATION**DeKalb Community College/Technical Institute, Honor Graduate**

Associate of Science Degree in Data Processing. Attended on Full Scholarship.