

Robert Tribbia

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RELEVANT SKILLS AND COMPETENCIES

- Professional experience:
 - HTML, CSS, JavaScript, Python, Go
 - Node.js, AngularJS 1, jQuery, Bootstrap
 - Git, JIRA
- Personal experience/familiarity:
 - Ruby, React
 - MySQL

EDUCATION

- | | |
|-------------------------|---|
| Jan 2015
to May 2015 | Completed Full Stack JavaScript evening & weekend course
<i>Portland Code School</i> Portland, OR |
| Aug 2005
to Dec 2009 | Bachelor of Arts: Philosophy, English Literature
Computer Science minor
<i>Florida State University</i> Tallahassee, FL |

EXPERIENCE

- | | |
|---------------------------|---|
| March 2016
to Current | Technical Support Engineer III
<i>New Relic</i> Portland, OR <ul style="list-style-type: none">● Provide customer technical support for suite of New Relic SaaS products, specializing in Synthetics.● As a designated Synthetics product subject matter expert (SME), collaborate with fellow support staff to troubleshoot and provide creative solutions to customer issues.● Act as official support liaison to Synthetics Product Development team, coordinating engineering initiatives with support staff as well as keeping engineering informed of what's happening on the front lines with trending customer issues.● Document, triage and assess customer impact of product defects/improvements within internal tracking system to inform engineering effort prioritization.● Contribute to the development of the New Relic Diagnostics tool.● Contribute and help maintain internal technical documentation resources for technical support staff. |
| Nov 2014
to March 2016 | Blackboard LMS Administrator, Web Development Work
<i>Concordia University Portland</i> Portland, OR <ul style="list-style-type: none">● Create and maintain JavaScript based web applications & chrome extensions for automating course creation & management workflow.● Create and maintain AngularJS 1 web application for Ed.D program faculty chair selection.● Create and maintain Python applications for automating course deployment workflow.● Maintain BlackBoard LMS by regularly researching, scheduling, and applying system updates/fixes. |
| Mar 2013
to Aug 2014 | Blackboard Instructional Technologist
<i>Concordia University Portland</i> Portland, OR <ul style="list-style-type: none">● Maintain and troubleshoot BlackBoard Learn LMS ver. 9 (Service Packs 6 & 14).● Provide remote and face-to-face support to students and faculty for BlackBoard Learn LMS on various devices and operating systems.● Create and maintain online courses for Concordia University Online for both BlackBoard Learn and Canvas LMS systems.● Work nights and weekends to ensure smooth class deployment, student enrollment, and course content updates.● Create instructional videos and articles detailing Concordia specific BlackBoard Learn functionality for students and faculty. |

- Conduct interviews and write articles for the CU Online Faculty Newsletter.

Web Developer & Designer

www.rtribbia.com | Portland, OR

May 2009
to Present

- Maintain consistent and prompt contact with clients through emails and meetings.
- Set up and instruct clients' publishing systems for self-sufficient content updating.
- Consult clients using technical expertise while acknowledging the client's vision of the final product.

Technical Support for Schawk!

PC Connection, Inc (Formerly ValCom) | Chicago, IL

Jan 2012
to Aug 2012

- Independently manage first tier level tech support overnight for international branches of Schawk, Inc.
- Provide desk-side and phone support for both Windows and Mac users in Office and internal corporate applications.
- Responsible for assessing problem severity, providing appropriate resolution on site or delegating issue resolution to specialized tier 2 and tier 3 support teams.
- Maintain continuous contact between tier 2/3 engineers and employees affected on-site during program or system outages.
- Manage user access in Active Directory and Exchange server.

Technical Support Analyst for CCH, A Wolters Kluwer Business

Randstad Technologies (Formerly Technisource) | Chicago, IL

Nov 2011
to Jan 2012

- Provide nation-wide first tier technical phone support for company products at CCH, A Wolters Kluwer business.
- Specialized in supporting the installation & usage of IntelliForms on Windows XP, Vista, and 7 workstations.
- Opening, updating, and closing help desk tickets using detailed technical writing for both problems and solutions.