

I make customers happy. Period.™

DANIEL HINOJOSA

Daniel@RNDH.Org

OBJECTIVE: Technical Support Manager

QUALIFICATIONS: Excellent background in technical support management, technical customer support, and support documentation. Extensive background with software development environments. Bilingual – Fluent in Spanish – speak, read, write. Outstanding depth in:

- Building support organizations, Agilent and Manage.Com.
- Re-energizing support organization, ScImage, Inc.
- [Customer support](#), support processes, and support performance that delight customers.
- Team building for successful teams and highly dynamic environments.

KEY ACCOMPLISHMENTS

- Designed and implemented support programs for global 24x7 coverage with existing resources.
- Delivered 20% productivity increase by instituting a cross departmental program for collection and use of quality metrics to guide continual improvement of development and production processes.
- Facilitated 80% improvement in software development cycle.
- Received multiple STAR awards, stock grants, for excellent performance and cross team contribution.
- Pioneered utilization of the Internet for support solutions at Hewlett Packard.
- Realized \$430k savings per year for EDA software development team.

SKILLS

Management:	People, multiple projects, schedules, contracts, vendors, remote teams.
Technical Support:	Troubleshooting, O.S., software, hardware, network, applications.
Web / Application Servers:	Apache, Netscape Enterprise, iPlanet, Apache Tomcat 3.x, BEA Weblogic 6.1 / 7.0, JRun 3.1 Professional.
Databases:	Oracle 8i, Sybase 11 / 12, MS SQL 7.0, Access, Informix.
Presentations:	Users, executives, trade shows, training, classroom, one-on-one, WebEx.
Communication:	Interpersonal, phone, trade-shows, training, technical customer support.
Systems Administration:	HP-UX – 9.X / 10.20, Solaris – 2.6 / 7 / 8, Kernel Performance Tuning , networking.
Networking:	SNMP, DNS, NFS, Samba, LDAP, TCP/IP, X.25, ISDN, GateD, Tibco Products: Hawk 3.x / 4.x, Rendezvous 6.x, PortalBuilder 3.x.
Microsoft Products:	Windows NT 4.0/2000/95/98/XP Server 2000, Office Products – MS Word, MS Excel, MS PowerPoint, Visio, MS Access, Outlook.
Languages:	Java troubleshooting, XML, HTML.
Miscellaneous Software:	JDK, Java Development Kit, JRE, Java Runtime Environment, Scopus, TeamShare, DreamWeaver, Adobe PhotoShop 5.x, Adobe Acrobat 5.x, Netscape Communicator 4.7x.

EXPERIENCE

Client Services Manager

[ScImage](#), Inc., Los Altos, California

2003 – 2004

- Notably increased customer satisfaction in 8 months.
- Improved team morale in 6 months.
- Excellent success in meeting customer commitment.

Technical Support Manager

[Manage.Com - Cogency Software](#), San Mateo, California

2000 – 2002

- Designed and implemented support programs for global 24x7 coverage with existing resources.
- Managed successful timely resolution of escalations by providing cross-functional leadership and leading technical, management, and support resources through the escalation process.
- Guide continual improvement of software development and support by supplying roadmap of metrics for collection and monitoring to executive management.

R&D Program Manager

[Agilent Technologies Company](#), Santa Clara, California

1999 - 2000

Engineering Services team provided central support for corporate Supply Chain solutions.

- Delivered 20% productivity increase by instituting a cross departmental program for collection and use of quality metrics to guide continual improvement of development and production processes.
- Facilitate teamwork environment by creating peer recognition program for department.
- Facilitated 100% support coverage for global customers in a 24x7 environment.

Technical Consultant

[Hewlett-Packard Company](#), Multiple locations in California

1981 – 1983, 1988 – 1999

- Co-authored a re-write of the [HP-UX Kernel Tuning and Performance Guide](#) providing customers an authoritative guide for tuning HP-UX systems.
- Partnered with [Synopsis](#) to provide solutions in a growing HP-UX development environment.

Productivity Engineer

- Received retention stock grant for excellent sustained performance across multiple teams.
- Received STAR award, stock grant, for successful completion of IT needs analysis project.
- Realized \$430 K savings for one year due to compute architecture and process improvements.
- 80% improvement in software development cycle by delivery of new development environment.
- Facilitated 100% successful corporate systems security audit utilizing web based documents.
- Improve by 75% turnaround time for user technology requests by creating web forms.
- Delivered 99% scheduled uptime of systems in local data center for software development team.

IT Solutions Specialist / DNS Master

- Supplied 95% scheduled uptime of 33 UNIX client servers, 300 clients.
- Provided 98% scheduled uptime of 15 production UNIX servers across four sites in the bay area.
- 100% completion of DNS infrastructure upgrade project by successful project management.
- 35% improvement in network utilization by architecture of client/server infrastructure.
- Mentored new systems administrators.
- Developed guidelines for managing systems in a production environment.
- Served as technical lead escalations providing focal point for technical contact by management.

EDUCATION

Currently enrolled, [De Anza College](#)

Electronic Technicians Certificate, [Palomar College San Marcos CA](#)

Inter-Personal communications, [UCSD Extension San Diego CA](#)

Leadership Management, [UCSD Extension, San Diego, CA](#)

PROFESSIONAL ORGANIZATIONS

[USENIX Association since 1994](#), [USENIX SAGE](#), [Systems Administrators Guild, since 1994](#)