

# Luna Lunapiena - Technical Support Engineer

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Brooklyn, NY

Github: <http://github.com/lunacodes>

Design Portfolio: <http://lunacodesdesign.com>

LinkedIn: <https://www.linkedin.com/in/lunacodes>

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## Experience

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**Automattic - Happiness Engineer (Independent Contractor)** 08/2016 - 09/2016

- Provided Ticket and Chat Support in a high-volume, 24/7 support system with a global user base
- Managed User Subscriptions and Domain Registrations, via Internal Store System
- Customized and Configured Themes, by writing CSS, based on user requests and theme documentation
- Educated Users on technical issues, customization, and integration with 3rd party services
- Managed Domain Cancellations, Renewals, and Transfers; and DNS Records.
- Wrote and Edited internal and user-facing Documentation
- Filed Bug Reports, and suggested improvements to company's documentation and workflow

**Harry's Grooming - IT Associate (Temp)** 08/2015 - 10/2015

- Solved hardware & software issues for 100+ Mac & Windows employees via Ticketing System
- Onboarded & offboarded employees - Configuring, deploying & decommissioning devices.
- Purchased & provisioned hardware, software, licenses & accessories
- Administrated Network & Peripherals - Google Domain, Wireless Network, VPN, Shared Hard Drive, VoIP System, Network iPads & Printers
- Tools Used: SupportYard, Freshdesk, Zendesk, Meraki, Rackstation, Google Apps

**Task Rabbit - Tasker** 02/2014 - 07/2016

- Negotiate, and communicate with Task Rabbit clients.
- Jobs Performed Include: Technical Support, Web Design, Computer Tutoring, Office Assistant

**Circuit Six - Assistant Technician (Project Work)** 11/2014 - Present

- Installed audio and security equipment at new Kicks USA Retail locations throughout New Jersey
- Assembly & Mounting of JBL speakers & subwoofers
- Installation, Testing & Focus of Security Cameras
- Cat5e - Testing, Troubleshooting, Terminating & Running through drop ceiling,

## Skills

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Networking: TCP/IP, Windows Server 2012

Operating Systems: Windows XP, 7, 8, Server 2012; Mac OS X 10.3-10.11; Linux Mint

Programming: PHP, HTML/CSS, Javascript, Bash, Powershell, Python, MySQL, WordPress

Network Cabling: Wire & Rack Management, Audio Systems, Time Clocks, Security Cameras

## Education

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**Recurse Center (Formerly Hacker School)**

<http://recurse.com>

03/2015 - 07/2015

- Studied Python, Game Development & Web Development in a self-directed manner
- Transcribed resident talks & presentations
- Projects: Chat Client, BitTorrent Client, Tic Tac Toe

**Manhattanville College - Purchase, NY**

<http://mville.edu>

09/2005 - 05/2009

- Bachelor of Arts, May 2009 Major: Music, Minor Psychology. GPA 3.3
- Positions Held: Recording Studio Manager, Orchestra Manager