Colin R. Brine

Technical Support Engineer

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Summary

I am an enthusiastic technical support engineer with a history in the IT and software engineering fields. Having worked in a myriad of positions as the pivot between developers and customers has helped me build a holistic perspective on project-based environments. I love to learn and challenge myself.

Outside of my professional life I enjoy reading, swimming, hiking, camping, and spending time with my wife and pets.

Technical Toolset

Agile, AJAX, AWS Athena, Axios, Basecamp, Bootstrap, CSS/SASS, Django, Express, HTML, Hubspot, JavaScript, jQuery, Linux (Ubuntu), Mac, Markup, MongoDB, Node.js, PostgreSQL, Postman, Python, React, Scrum, Shortcut, SoapUI, Socket.io, SQL, User Stories, Windows, Wireframes, Zendesk, Zenhub.

Work Experience

Technical Support Engineer - Commerce7 - Remote   April 2022 - Current
- Commerce7 is a modern DTC platform focused on providing customer-centric commerce solutions to the wine industry.
- A wine/alcohol industry e-commerce CRM and club software solution with POS capabilities.
- Learning the system and being a product expert for internal support escalations and clients.
- Working within Hubspot and Basecamp for support tickets.
- Escalating tickets to the development team and helping monitor progress in Shortcut.
- Using POSTMAN to make direct API changes as needed in a RESTful API environment.
- Knowledge of HTML/CSS/Java Script and identifying issues with CMS implementation.
- Extensive use of Outlook and shared calendars to organize and coordinate efforts with the team.
- Heavily focused on POS hardware implementation and support - often helping customers install and troubleshoot payment terminals and work with 3rd party vendors to resolve issues.
- Advanced problem solving on bugs and advanced payment issues.
- Taking notes on Sprint planning meetings with the development team to pass along to the support and sales teams.

Technical Customer Support Guru - VineSpring - Remote   September 2020 - March 2022
- VineSpring was a subscription eCommerce solution built for craft producers.
- Wine/alcohol industry CRM and club software.
- Working within Zendesk for escalated support tickets.
- Entering tickets within Zenhub to escalate to the development team.
- Extensive use of Outlook and shared calendars to organize and coordinate efforts with the team.
- Accessing MongoDB for legacy and AWS databases for current product line.
- Running Lambda Scripts to sync data (mainly with Square and our database).
- Advanced problem solving on bugs and payment issues.
- Left this position due to VineSpring being acquired by Commerce7.

Software Engineering Immersive Fellow - General Assembly - Remote   April 2020 - June 2020
3 month full-time immersive coding bootcamp
480+ hours of coursework; individual and team based
Four full-stack projects with current technologies in software development:

- Character Creation Tool SPA + API - Solo full-stack application project highlighting a React/Javascript front-end with a custom build Django/Python back-end.
- Project Stardust Chat SPA + API - Group full-stack application project highlighting a React/Javascript front-end w/ Express/Javascript API back-end w/ sockets.io and pair programming.
- Pet Sharing SPA +API - Solo full-stack application project w/ Javascript, Handlebars, jQuery, HTML/SASS front-end and Express API back-end with authentication.
- Tic-Tac-Toe SPA - Solo front-end project creating a game board and logic, creating a SPA, and integrating with an existing API.

- I decided to level up my career through GA as it was something I had been thinking about for some time. Timing was perfect as my last position had ended and the pandemic really ramping up. It worked out to my benefit to stay remote and pursue my goals of programming and challenging myself technically.

Desktop Support Specialist Team Lead - Optos - Marlborough, MA   September 2019 - March 2020
- This was a temporary position to help move approximately 12,000 computers from Windows 7 to Windows 10 for a medical supply company (Optos makes retinal scanning machines).
- Lead, and trained, a team of about 20 temporary agents during this time-frame.
- Personally wrote the instructions, SOP, and training documentation based on the guidance of the engineering department.
- Worked with SQL to make sure databases were backed up before moving devices.
- Handled this through phone support, scheduling, and remote access to the computers.
- Left due to the end of the contract and the beginning of the Covid-19 pandemic.

Support Engineer Level 1 - Vision Government Solutions - Hudson, MA   July 2019 - August 2019
- Supported multiple Computer Aided Mass Appraisal (CAMA) software packages - Oracle databases to more modern SQL databases.
- Phone support while remoting into computers and balancing email load.
- My first experience with running SQL scripts on live servers.
- Left to try and find a position with better career prospects, professional growth and work opportunities.

Business Services Support Professional - Comcast Business - Hudson, NH   February 2017 - June 2019
- Supported phone, video, internet and billing to small business customers through phone support.
- Worked with a ticketing system to maintain accurate records of all changes made.
- Basic networking for the internet up to the building.
- Handled escalated customers on a regular basis.
- Left to try and find a position with better career prospects, professional growth and work opportunities.

AR Retention Specialist - Tyco SimplexGrinnell - Westminster, MA   December 2016 - February 2017
- Short time-frame as the temporary position moved from technical support to a collections position.
- Outbound calls on invoices over 90 days past due.
- Left position to pursue the position at Comcast Business.

Customer Service Representative - Destination Weddings Travel Group - Wayland, MA   April 2016 - October 2016
- Responded to phone calls for customer service while answering 3+ live chat conversations and answering emails.
- The role was mainly working toward having customers speak with travel agents affiliated with the company.
- My specialty was transfer/limo planning and communications through phone, chat and email in regards to this.
- Left position to try and pursue a more technical career path.

Product and Technical Support Specialist I & II - Bose Corporation - Westborough, MA   October 2012 - March 2016
- Started as a temp and was hired full time after a year and promoted from specialist I to II.
- Was part of the e-solutions mentorship program.
- Supported all consumer products and wifi devices through phone, chat and email.
- Left due to lay-offs of the entire Product and Technical Support department.

Education & Awards

Middlesex Community College - Associate Degree in Criminal Justice - MA
Norwich University - Coursework in Computer Security and Information Assurance for 2.5 years - VT
Eagle Scout