

Resourceful and adaptable technical support leader with extensive experience across web hosting, Linux systems, customer service, and automation. Proven track record of resolving complex technical issues, managing support teams, and delivering high-impact service in fast-paced environments. Skilled in system optimization, cross-functional collaboration, and process improvement-having successfully led the development and company-wide rollout of automation workflows using Microsoft Power Automate. Adept at translating technical concepts for non-technical audiences, contributing to open-source projects, and supporting data integrity through SQL-based analysis. Committed to continuous learning, knowledge sharing, and delivering exceptional user experiences across both customer-facing and backend operations.

EXPERIENCE

L2 Linux Support Specialist | hosting.com

03/2023 to Present

- Lead a team of support generalists in delivering expert-level customer service and technical support for a wide range of Linux-based web hosting environments
- Resolve escalated and complex technical issues, optimizing system performance and ensuring high availability across shared, VPS, and dedicated hosting services
- Drive collaboration in a fast-paced, fully remote environment to deliver customer-centric solutions with a focus on reliability and responsiveness
- Engineer and implement Power Automate workflows within Microsoft Teams, streamlining internal operations; proposed and led company-wide rollout of automations, significantly boosting productivity
- Contribute to internal documentation in Confluence and Microsoft Loop to support knowledge sharing and onboarding
- Utilize tools such as Jira and Confluence for agile task management and project tracking
- Committed to continuous learning and cross-functional collaboration to improve service quality and technical processes

Design Team Lead | Rocky Enterprise Software Foundation

12/2020 to Present

Frontend Developer | Ctrl IQ

05/2021 to 04/2024

- Created and maintained cohesive design systems to ensure visual and functional consistency across multiple open-source project websites
- Contributed to the development and upkeep of web assets for Ctrl IQ and its affiliated open-source initiatives, enhancing usability and brand identity
- Collaborated with developers and project maintainers to align design with technical implementation and community needs
- Applied modern web design principles and accessibility best practices to support broad user adoption and engagement

Technical Support Specialist | InMotion Hosting

02/2022 to 02/2023

- Delivered high-quality customer service by troubleshooting web hosting issues across phone, chat, and ticket-based channels
- Excelled at translating complex technical concepts into clear, customer-friendly language to ensure client understanding and satisfaction
- Actively contributed to a collaborative learning environment by sharing insights, documenting solutions, and mentoring peers
- Continously developed technical skills in Linux, cPanel/WHM, DNS, email configuration, and website troubleshooting to stay current with evolving technologies
- Consistently maintained a positive, solution-focused demeanor to create strong customer relationships and exceed service expectations

Data Services Expert | Intuit

09/2018 to 05/2021

- Repaired and restored QuickBooks databases, ensuring data integrity and minimizing downtime for small business users
- Utilized SQL for data analysis, troubleshooting, and custom query development to resolve complex data-related issues
- Leveraged Splunk to investigate service anomalies, identify root causes, and support resolution workflows
- Interpreted large datasets to diagnose problems, implement fixes, and deliver accurate, timely support solutions
- Maintained a strong focus on data privacy and customer satisfaction in a high-volume, customer-centric environment

Tier 2 iOS/macOS Advisor | Apple

04/2018 to 09/2018

- Managed Tier 1 escalations by providing expert-level guidance on iOS and macOS issues, ensuring a seamless handoff and timely resolution
- Delivered empathetic, high-quality support to customers, maintaining Apple's service standards and satisfaction metrics
- Assessed technical issues and advised appropriate paths for resolution, minimizing repeat contacts and boosting first-contact resolution rates
- Collaborated with internal teams to identify trends and contribute feedback for product and process improvements

Assistant Store Manager | Family Dollar

05/2017 to 05/2018

- Oversaw daily store operations in the absence of the Store Manager, ensuring smooth execution of staffing, inventory, and customer service
- Managed financial responsibilities, including preparing and transporting bank deposits, maintaining cash accuracy, and balancing registers
- Supported team supervision, scheduling, and conflict resolution to maintain a productive and customer-focused work environment
- Assisted with inventory control, merchandising, and compliance with corporate procedures and safety standards

Customer Service Representative | Frontier Communications

12/2016 to 04/2017

- Provided front-line support for billing and technical inquiries across internet, cable, and phone services
- Resolved customer concerns efficiently while delivering clear, friendly, and solutions-oriented communication
- Handled overflow sales calls, assisting with new service activations, upgrades, and product recommendations
- Maintained high performance in a metrics-driven environment, balancing support and sales responsibilities to meet customer satisfaction goals

Office Assistant | Berea Printing Services

07/2016 to 12/2016

- Provided in-person customer service by greeting clients, assisting with order intake, and answering general inquiries
- Managed and fulfilled printing jobs, including high-volume orders exceeding 500 pages, ensuring accuracy and timely completion
- Maintained print equipment and organized job queues to optimize workflow and service delivery in a fast-paced campus print center
- Supported daily administrative tasks to ensure smooth office operations

SKILLS

Shell Scripting	PHP	MySQL
Technical Support	Mentorship	Networking