

Keith Miller

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Experienced professional with over 15 years of technical support, system administration, and customer service experience in web hosting, retail, and technology industries. Skilled in diagnosing and resolving complex technical issues, conducting system maintenance, and providing top-notch user support. Proven ability to balance advanced technical tasks with clear communication, collaboration, and ensuring customer satisfaction. Seeking a role that values technical expertise and interpersonal skills.

Technology & Operations Skills

- **Web Hosting & Panels:** cPanel/WHM administration, account setup, backups/restores, WordPress Toolkit, Softaculous installs, and WHMCS for billing and support workflows.
- **Web & App Services:** Apache, NGINX, LiteSpeed; PHP handler/config basics; MySQL/MariaDB diagnostics; CMS installs (WordPress, Joomla, Magento at L2 triage depth).
- **Windows Systems & Security:** Windows 10/11 and Server; Active Directory (basic), RDP, PowerShell, Group Policy, firewall and log analysis; malware response, CSF/ModSecurity tuning, and account lockout handling.
- **Virtualization Platforms:** KVM, OpenVZ, SolusVM, VMware, Proxmox — VPS provisioning, resizing, recovery, and host-level monitoring.
- **Backup & Recovery Operations:** Manage cPanel/JetBackup systems, archive restores via SSH, assist with full/partial database or site recovery.
- **Automation & Scripting:** Automate logs, audits, permissions, and backups with shell scripts and cron; streamline plugin/theme actions via WP-CLI.
- **Linux Administration:** CentOS, CloudLinux, and Debian systems; package management, service restarts, user permissions, and log/disk analysis via SSH.
- **DNS, Email & Certificates:** DNS troubleshooting (A, CNAME, MX, TXT), SSL installs/renewals, redirect/mixed content fixes; Cloudflare DNS, CDN, WAF basics, Email Routing; SPF, DKIM, DMARC alignment, queue and bounce review.
- **Performance & Monitoring:** Diagnose resource spikes, DDoS symptoms, and application-level errors; escalate appropriately; tools include cPanel Metrics, 360 Monitoring, UptimeRobot, and service-level logs.
- **Remote Support & Collaboration:** SSH, RDP, VNC, TeamViewer; WHMCS, Kayako, Zendesk; experienced in live chat, phone, ticketing, customer education, and technical handoffs.
- **Tools & Utilities:** WP-CLI, basic Git, Composer, rsync, curl, wget, netstat, nmap, dig, traceroute, grep, awk, tail, htop, strace, atop; MySQL CLI; Excel/Sheets for tracking; Word/Docs for documentation.
- **Incident Response & Optimization:** Investigate PHP errors, disk quotas, malware, or CMS issues; document root cause; tune PHP settings, LiteSpeed Cache, Cloudflare rules, and indexing for WordPress/Magento.

Work history

L2 System Engineer

GreenGeeks LLC, Wilmington, DE

July 2011 - Current

- Deliver front-line and escalated technical support for shared and reseller Linux hosting environments, including cPanel/WHM, DNS management, email delivery, and web application performance.
- Conduct server migrations, troubleshoot PHP/MySQL issues, and configure popular CMS platforms (WordPress, Joomla, Magento).
- Perform proactive server monitoring for DDoS, malware, and abuse cases, deploying tools like Imunify360, CSF, and ModSecurity to maintain security and compliance.
- Interface with customers through ticketing, phone, and live chat; de-escalate concerns and maintain high satisfaction in high-volume environments.
- Support internal infrastructure and assist team members with resolving complex escalations, including SSL errors, firewall issues, and web stack failures.

Retail Technical Specialist

Simplified Computers, Champaign, IL

March 2023 - March 2024

- Assisted customers with technical questions, device check-ins, and basic PC diagnostics and repairs.
- Improved store flow by documenting tickets, organizing repair queues, and streamlining intake processes.
- Provided friendly, educational customer interactions, helping demystify technology for end users.

Cashier

Meijer, Danville, IL

January 2020 - June 2021

- Delivered courteous and efficient checkout experiences for hundreds of customers weekly.
- Managed register operations including returns, exchanges, and end-of-shift balancing.
- Promoted loyalty programs and assisted with store-wide teamwork during high-traffic hours.

Technical Support Representative

PacificHost LLC, Orange, CA

August 2010 - June 2011

- Provided L1 tech support for shared hosting customers via ticket and live chat.
- Handled billing and basic VPS support requests, escalating advanced issues appropriately.
- Built familiarity with Linux-based hosting tools and customer education techniques.

Lead Game Server Administrator

LegacyGamers

January 2003 - November 2008

- Managed a gaming and hosting community of 160K+ users, overseeing 13 staff and multiple game servers.
- Provided technical, moderation, and community engagement support through online platforms.
- Led initiatives to improve server uptime, documentation, and user experience.

Education

Danville Area Community College at Danville, IL

Diploma in General Education January 2010