
Keith Miller

Web Hosting Technician

Address: [Available Upon Request]

Ph: [Available Upon Request]

Email: [Available Upon Request]

WORK EXPERIENCE

GreenGeeks LLC, Wilmington, DE - *Sales/Billing/Support Representative*

JULY 2011 - PRESENT

- Provided Sales, Billing & Technical support via live chat, phone, and tickets.
- Handled order processing, and targeted customer cross-sales.
- Developed customer rapport leading to de-escalations and higher customer satisfaction.
- Actively maintained customer's VPS servers, resolving issues.
- Server to server migration, assisting website configurations.
- Assisted in training for new colleagues.

PacificHost LLC, Orange, CA - *Support Representative*

August 2010 - June 2011

- Assisted customers via live chat, phones, and tickets.
- Primarily focused on level 1 technical support and occasional VPS & Dedicated server support.

Legacy Gamers - *Lead Game Server Administrator*

January 2003 - November 2008

- Gaming community and server hosting provider.
- Managed a staff of 13 individuals, and a total membership count of 160K+
- Lead day-to-day operations managed web development and all game server operations.

SKILLS

- Experience with major website builder & content management systems such as WordPress, Joomla, Drupal, Elementor, Weebly, etc.
- Actively utilize WHMCS, Kayako, SolusVM, Cloudflare, cPanel & WHM to accomplish my duties with my current employer.
- Experience with multiple LAMP stack configurations such as Apache, Nginx LiteSpeed, MySQL, MariaDB.
- Problem solver with a focus on customer satisfaction.
- Migrations guru with experience in individual and full server migrations.

References available upon request