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Customer Service  
Representative,  
Web Hosting  
Technician,  
IT Specialist.

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**Keith Miller**  
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[keithmiller.tech/contact](http://keithmiller.tech/contact)

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## Skills

- Excellent customer service skills including problem-solving, customer relations, technical support, sales, and billing. Problem solver with a focus on customer satisfaction.
- Thorough familiarity with Linux Operating Systems, as well as Windows, and Windows Server.
- Extensive experience with IT troubleshooting from both hardware and software as well as networking/routing perspectives.
- Provide System Administrator level support of applications & services such as MySQL, Apache, Lightspeed, Nginx, PHP, cPanel/WHM.
- Experience with multiple different virtualization platforms such as VMware ESXi, Xen, OpenVZ, Proxmox.

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## Experience

### **GreenGeeks LLC / Sales/Billing/Support Representative/L2 Technician**

July 2011 - PRESENT, Wilmington, DE

- Provided Sales, Billing & Technical support via live chat, phone, and tickets, handling order processing, and targeted customer cross-sales.
- Developed customer rapport leading to de-escalations and higher customer satisfaction.
- Manage day to day issues including daily health checks of applications and processes, working closely with end users, and Infrastructure teams, to prioritize and resolve and/or mitigate outages.
- Server to server migration, assisting website configurations with known software applications such as WordPress.

### **PacificHost LLC / Support Representative**

August 2010 - June 2011, Orange, CA

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

### **LegacyGamers / Lead Game Server Administrator**

January 2003 - November 2008, [legacygamers.net/keithmiller.tech](http://legacygamers.net/keithmiller.tech)

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

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## Education

### **Danville Area Community College / General Education Diploma**

2010, Danville, IL