# Keith Miller

**Dynamic IT Professional with Expertise in System Administration, Technical Support, and Continuous Learning**

Danville, IL 61832

Results-oriented IT Professional with over a decade of experience in customer service, technical support, and system administration. Adept at improving customer and associate knowledge, conducting computer hardware/software repairs, and managing server migrations. Proven track record in Sales, Billing, and Technical Support, fostering customer relationships and ensuring satisfaction. Strong proficiency in Windows and Linux operating systems, virtualization platforms, IT troubleshooting, and system administration. Experienced lead in managing gaming communities and server hosting providers. Seeking to leverage extensive skills and expertise to contribute effectively to a dynamic team.

## Work Experience

### Retail Customer Service Associate
Simplified Computers - Champaign, IL
March 2023 to Present

• Enhance customers' and associates' product knowledge through proactive engagement and comprehensive assistance.
• Conduct repairs and installations of computer hardware and software, ensuring optimal performance for store operations.
• Efficiently manage the check-in process for computers requiring repair or those available for sale, maintaining organized and streamlined operations.

### L2 Technician
GreenGeeks LLC - Wilmington, DE
July 2011 to Present

• Provided comprehensive Sales, Billing, and Technical support through live chat, phone, and ticketing systems, including adept management of order processing and targeted customer cross-sales.
• Cultivated strong customer relationships, leading to successful de-escalations and heightened overall customer satisfaction.
• Spearheaded the resolution of day-to-day issues, conducting regular health checks on applications and processes. Collaborated closely with end-users and infrastructure teams to prioritize and swiftly resolve or mitigate outages.
• Executed seamless server-to-server migrations, offering valuable assistance in configuring websites using popular software applications such as WordPress.
• Proficiently managed Linux servers through SSH, ensuring optimal performance and security for server operations.
• Proactively monitored servers for DDoS attacks, exploits, and customer site compromises, ensuring adherence to our Terms of Service and maintaining a secure hosting environment. Deployed Imunify360 and other advanced security tools for enhanced server and website protection.

### Support Representative

PacificHost LLC - Orange, CA

August 2010 to June 2011

• Provided responsive and efficient customer support through live chat, phones, and ticketing systems, specializing in level 1 technical support.
• Demonstrated expertise in handling occasional VPS and Dedicated server support, addressing complex issues with precision and professionalism.
• Consistently delivered high-quality assistance, contributing to a positive customer experience and the resolution of technical challenges.

### Lead Game Server Administrator

LegacyGamers

January 2003 to November 2008

• Directed operations as the Lead Game Server Administrator for a vibrant gaming community and server hosting provider, overseeing a dedicated team of 13 individuals.
• Managed day-to-day operations, maintaining a strong focus on excellence in web development and the seamless functioning of all game server operations.
• Achieved a remarkable total membership count of 160K+, showcasing effective leadership, community engagement, and technical expertise.

## Education

### Diploma in General Education

Danville Area Community College - Danville, IL

January 2010 to December 2010

## Skills

• Provide System Administrator level support for applications and services, including but not limited to cPanel/WHM, SolusVM, OpenVZ, KVM, Apache, LiteSpeed, NGINX, MySQL, MariaDB, LiteSpeed, CloudFlare, WP-CLI, Git - accumulating 10+ years of hands-on experience.

• Thorough expertise with Linux, Windows, and Windows Server, spanning over 10+ years, and encompassing popular distributions like CentOS, Cloud Linux, Debian, among others.

• Well-versed in multiple virtualization platforms, including VMware ESXi, Xen, OpenVZ, Proxmox - accumulating 10+ years of practical expertise.

• Proficient in utilizing Remote Desktop services, including Microsoft Remote Desktop, VNC, TeamViewer, VMware connector, and SPICE.

• With over 10+ years of experience, I've become adept at addressing various challenges related to server maintenance. This includes managing logs and utilizing them to pinpoint and resolve issues, covering aspects like hardware, software, networking, routing, and different types of firewalls such as iptables, Windows Firewall, ConfigServer Security, and Firewall.

• Demonstrated 10+ years of proficiency in managing DNS and domain services.

• Hands-on experience with CDN implementation, particularly proficient with Cloudflare, ensuring efficient content delivery, enhanced website performance, and increased security.

• Possess 2 years of personal experience in Windows Active Directory configuration and best practices.