KEATON MILLINER

keatonmilliner@outlook.com | LinkedIn® Profile | (314) 601-4272

PROFESSIONAL SUMMARY

A **Technology Professional** with *3* years of experience in IT and Web Architecture. A well-rounded professional who specializes in computer systems, problem-solving, and coding. A 2023 Information Technology graduate of University of Phoenix interested in Tech.

PROFESSIONAL SKILLS AND INTERESTS

- **Problem-Solving**
- **Detail-Oriented**
- **Troubleshoot Software and Hardware**
- **Team-Oriented**
- **Best Practices**
- **Leadership**

EDUCATION

Associate of Applied Science (Information Technology). University of Phoenix (Phoenix, AZ)

Additional Professional Development:

- **Google IT Support** (Cert. #54HV76DWWCRM) – Coursera
- **JS Algorithms and Data Structures** – freeCodeCamp (2023)

PROFESSIONAL SKILLS DEMONSTRATED

EJO VENTURES

2023 – Current

A Nashville technology company with 58 employees and ~$5 million in revenue that caters to large clients like LAMAR Advertising and ReachTV.

Technical Support Engineer

Oversee day-to-day IT responsibilities with a focus on effective leadership and collaboration.

- **Problem-Solving:** Successfully resolved server rack and monitor issues through adept critical thinking and effective problem-solving skills.
- **Troubleshoot Software and Hardware:** Proactive troubleshooter for 10Gtek, LG, Samsung hardware, and Android/Windows software. To ensure seamless media player and server performance through meticulous problem-solving.
- **Team-Oriented:** Collaborated within a team to ensure operational excellence, leveraging communication platforms like Microsoft Teams and Outlook for streamlined efficiency.

WORLD WIDE TECHNOLOGY

2023 – 2023

A St. Louis, Missouri based company with over 9,000 employees with over 17 billion in revenue, working with companies like Cisco, Dell Technologies, VMware, and Intel.

Infrastructure Technician

Collaborated with cross-functional teams to ensure the readiness of IT products for shipment.

- **Problem-Solving:** Implemented a sophisticated Android operating system tailored for the efficient scanning and tracking of data and server racks.
- **Detail-Oriented:** Managed extensive data tracking in a complex Android system, meticulously ensuring accurate assignment of codes during the labeling process.
- **Best Practices:** Implemented and enforced best practices for meticulous data rack labeling, ensuring a high standard of accuracy and organization.

CLAYTON VALET

2016 – 2022

A small hospitality company, sporting skills in valet services and hospital tasks with over 400 employees, ~$29 million in revenue and clients like Lamborghini - St. Louis and Barnes-Jewish.

Valet Concierge

Attended clients' vehicles, ensuring parking with precision, all while ensuring satisfaction.

- **Problem-Solving:** Collaborated with team members to devise effective solutions for parking vehicles, fostering an innovative approach to address challenges in parking management.
- **Detail-Oriented:** Exhibited exceptional precision in parking luxury vehicles, including Porsche, Bentley, and Aston Martin, showcasing a mastery of skill and attention to detail.
- **Leadership:** Guided small teams of 2 and 3 members, ensuring a clear understanding of daily goals and addressing any inquiries regarding clients and vehicles. Facilitated effective communication within the team for seamless coordination and goal achievement.

RELEVANT PROJECTS

Problem-Solving (Remote): Collaborated closely with the lead software engineer to identify and rectify bugs and errors in the LitterPic website, utilizing advanced tools such as VS Code, Jira, and Firebase JS to enhance the overall functionality and user experience. (2023)

OTHER RELEVANT INFORMATION

Technical Skills: Windows, Linux, Android, MacOS, Hardware and Software Troubleshooting, Network Protocols, ServiceNow (Basic), Scripting, Active Directory, Microsoft Window Server, Sharepoint, Wireshark (Basic), Zoom, Jira Software, Remedy, Trello, Excel (Intermediate), Outlook, Teams, AWS, Azure, Web Developmen, Powershell