

DEAN SOMMERDYKE

Murray, UT | Deansommerdyke@gmail.com | 801.699.7154

Skills and Certifications

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA Project+
- LE-1: Linux Essentials
- REST API
- Familiar reading or writing HTML, CSS, JavaScript, JSON, XML
- Windows/MacOS/Linux Troubleshooting
- Network Troubleshooting

Education

Bachelor of Science, Cloud Computing | 2019 - 2022 | Western Governors University

Associates of Science | 2017 | Salt Lake Community College

Experience

StubHub

TicketUtils Support and Onboarding Manager | StubHub | June 2019 – Present

- Manage support teams and onboarding process for StubHubs enterprise point of sale platform – TicketUtils
- Obtained 85 new clients and \$21.5M in assets onto the platform from June 2019 – March 2020
- Design product training materials, knowledge base articles, and technical documentation
- Assist Engineering teams in managing project timelines and communicating with project stakeholders

TicketUtils Success Team Lead | StubHub | October 2018 – June 2019

- Lead team of 4 technical support representatives
- Review API call logs to identify trends and defects and work closely with internal and external engineering team to resolve issues
- Validates and reports customer submitted bug reports
- Document knowledge base articles

Top Seller Customer Support | StubHub | January 2016 – October 2018

- Provide technical support via telephone, email and live chat
- Accurately record and maintain incidents in accordance with department standards