


# Stephen Keogh

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An experienced and adaptable cross skilled IT support technician with five years of experience in both face-to-face and phone-based Mac and PC support. Consistently overachieving on set KPIs while passionate about CSAT and delivering a great customer experience.

## Experience

### Dropbox

#### Experimental Customer Onboarding Team

September 2019 – Present

*Customer onboarding team was created to educate new business teams in all the features of Dropbox.*

- Nominated by management to get the onboarding team off the ground.
- Manage own daily schedule as well as availability.
- Developed new process maps for whole team to optimize each interaction with a customer.
- Talking directly to new team admins educating them on all the features available to them via phone and email.
- Collecting feedback on pain points when onboarding and escalating them to the development team.

#### Advanced Support Agent, Desktop Application (Client)

Oct 2018 – Sept 2019 (11mos)

- Desktop application support (Client) is working on tickets logged by customers where the Dropbox application is not working correctly.
- Developed technical problem-solving skills by analyzing text files filled with status updates of the desktop app.
- Composed detailed understandable solutions for user to follow to resolve an issue.
- Filed bugs via internal tool to engineering teams to collaborate with them directly towards a solution with detailed cases.
- Communicated every ongoing bug/priority with Client team via Chat tool and email to avoid duplicates.
- Raised ongoing trends on bug which could affect SLA's in CX Team meetings.
- Assigned escalated cases by managers in which a 1to1 would be set up with Business customers.
- Detailed knowledge on all operating systems (Windows, MacOS and Linux) with preferred files systems.
- Trained in new team members on client with overview presentation and reverse shadowing.
- Cross-skilled into different areas of CX such as Mobile, Payments, restorations and the WEB application.

#### Results:

*Weekly Quota: 150 tickets a week*

*Achieved: 170+ tickets a week*

## **Customer Call back Team**

Apr 2018 – Oct 2018 (6 mos)

- Reached out to call customers that have given a low NPS score for Dropbox to collect feedback on how we can improve Dropbox support.
- Would review tickets to see if all processes were followed by agents.
- Very effective in call handling as also managing email queries. Had the ability to create remote session's while talking to users to resolve these issues.
- Collected detailed feedback on all areas of support and provided to the development team.

## **IBM**

### **Service Desk Technical Specialist**

Jul 2015 – Apr 2018 (2yrs 10mos)

- Worked effectively as part of a large IT team to ensure effective quick high-quality operation to keep SLA's green.
- Demonstrated attention to detail by accurately writing tickets on each call with their issue and solution.
- Cross skilled on AerLingus, Musgrave, Monument and BGE accounts while managing all accounts simultaneous. Each account has individual systems and processes witch I can quickly understand and provide support for.
- Knowledge on Citrix Receiver for Windows and Citrix Workspace Environment Management
- Processing application and approval form's for hardware allocation E.G: Laptops, Mobiles.

#### Results:

*Target: 40 tickets a day*

*Achieved: 70 tickets a day*

## **Education**

### **CCT College Dublin (2019 – 2020)**

Diploma in Python Programming

### **Institute of Technology Blancherstown (2008 – 2014)**

Bachelor of Engineering in Computer Engineering

## **Achievements, Certifications and Interests**

- Created a Python script which connects to Zendesk API to reach out to new customers more effectively and personal scripts which connects to Dublin bus API for more accurate bus times.
- Achieved employee of the month in IBM for September 2017.
- Passionate soccer player and Astro-League fanatic, currently playing for "Dropbox" in the Inter7's, Division 1
- Numerous Soccer titles from DDSL up to AUL Ireland Senior Level football.
- Avid Football and NFL Fan – I try to get over to see my teams playing a few times each season
- Technology and gaming: I'm a "geek at heart" and love all things techy and Xbox related

[References available on request](#)