



TRAVIS HACKBARTH

I am a career minded individual and aspiring network administrator/engineer and open to new roles. I have years of experience with helpdesk customer troubleshooting all the way to leading technical teams in advanced troubleshooting to content gathering and data and analytics.

 Denver, CO
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 My LinkedIn Profile


EXPERIENCE

 **Private Internet Access** - *Top 5 VPN providers in the world*

TECHNICAL TEAM LEAD - SUPPORT

JUNE 2018 - November 2022 | DENVER, CO - Worked remote 2 ½ years+ without guidance

- Career development: Tier 1 Agent > Tier 2 > Technical Team Lead.
- Lead a team of 10 highly technical tier 2 agents in identifying, testing and escalating significant application related issues.
- Lead an analytics team responsible for data to assist with external departments with tracking of OKRs.
- Created a process and gathered data to improve operations and departmental CSAT, resulting in a 3% increase to 93%, exceeding industry standards.
- Worked directly with various teams and departments such as QA, Content Writing, Technical Operations, Development Operations, Website management, and Billing departments.
- Create training material for internal systems for our team and customer facing training material via guides and articles in addition to the maintaining of the company knowledge base.
- Training and experience with Active Directory systems.
- Trained, on-boarded and assisted with the implementation of a training program, reducing training window to 3 weeks while ensuring maximum preparedness for all new hires.
- Organize weekly meetings for the advanced technical teams, content writing, data and analytics, and small group testing.

 **Micro Center** - *One of the Nation's Leading Computer and Electronics Retailers*

CUSTOM PC BUILDER

SEPTEMBER 2016 - JUNE 2018 | DENVER, CO

- Promoted in 6 months from general sales to Build Your Own PC
- Educated and assisted customers to choose specific components to build their own PC/server.
- Aided customers on troubleshooting problems in a wide range of technological areas.
- Helped customers improve their computer's performance with upgrades or service.
- Built quotes for customers using different products to fit their budget and their needs.
- Stayed up to date on current and upcoming products to further guide and educate customers.
- Assisted and trained new members to the department when necessary.

REFERENCES

Michael Bittle

Head of Customer Support | Private Internet Access

Brad Austin

Senior HR Manager | Private Internet Access

Ryan Morrissey

Regional Sales Manager | Micro Center

SKILLS

Computer hardware - custom PC building/troubleshooting

Deskpro Helpdesk Systems

Microsoft Suite, Google Suite, Jira, Slack, Confluence

Microsoft, Mac, Linux, iOS, and Android based operating system experience

SOHO network setup/expansion

Oracle Virtual Box

Active Directory - User creation and management

CERTIFICATIONS

CompTIA A+

CompTIA Net+

INTERESTS

Coding - Python, HTML, CSS, C#, C++, JavaScript, Bootstrap

Web Design

Computer/network hardware

Family / education / art/ fitness / golf / hiking / snowboarding / pets

EDUCATION

Colorado Mesa University

BA Business Administration & Finance

August 2013 - December 2015

AA Arts & Humanities

August 2008 - May 2013

Grand Junction, CO

