

SugarCRM, Remote - Support Specialist SugarCRM, Remote - Support Specialist Salisbury, MD

Work Experience SugarCRM, Remote - Support Specialist 2015 to Present Work remotely to triage cases, calls, emails, escalating them when needed via Atlassian ? Assist with software and server related issues from start to resolution within SLA window ? Use CLI (DB and FS) to diagnose and resolve problems ? Work directly with the customer to address inquiries with the core product ? Write and update support content as product evolves ? Review code pushes via Atlassian and GitHub to isolate ways to resolve bugs ? Utilized remote workspace tools for video conferencing and team communication

Systems Administrator D3Corp - Ocean City, MD 2014 to 2015 Helped configure LAMP environments for testing and production development ? Built scripts for automation and development ? Assisted in monitoring server health to limit downtime

L2 Junior Administrator Hostgator.com - Austin, TX 2012 to 2014 Identified and resolved issues on the server level via chat ? Worked with BASH and other programming languages to improve resolution time ? Interacted with customers via phone, ticket system and chat ? Completed continuing education courses offered in email, cPanel, WHM, LAMP, etc.

Manager Fishers Popcorn - Ocean City, MD 2002 to 2012 Managed and oversaw employees to ensure quality assurance standards ? Oversaw inventory and receipt of products

Education Computer Science Wilmington University - Wilmington, DE 2020 Skills Bash, Php, Python, Ruby, Apache, Customer Service, Help Desk, Customer Support, Call Center Assessments Customer Focus & Orientation Highly Proficient August 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/qzfbufvcevuvxbe4

Technical Support Proficient August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/dqojnocv84ruusfe

Basic Computer Skills: PC Expert August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/bvksp9n2djv8u5qy

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in

any professional field. Additional Information Skills and Awards ? Most cases taken per quarter for over a year ? Regularly achieve highest NPS score per quarter including a few 100% ratings ? Working knowledge of Linux servers, Linux operating system, BASH, Java, Python, Ruby, PHP, Apache, MySQL configuration ? Management of the amazon AWS environment, as well as other cloud based platform

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