



Devon Lewis

TECHNICAL SUPPORT SPECIALIST

QUALIFICATIONS

Technical Support Specialist with 4 years of technical experience: Customer Support Rep, Ticketing Systems, CPanel, Web Hosting, Telecommunications & Network Troubleshooting, Javascript, HTML, CSS, SQL, Git, Github, NPM & Terminal

PERSONAL DETAILS


Interests


Tech Support & Web Development

Address

Denver, CO

CONTACT

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 661-718-6975

PROFESSIONAL EXPERIENCE

Telecom Tech I

CENTURYLINK

April 2018 - May 2019

Worked as part of the Off Net team and was responsible for working on electrical DS1 and DS3 circuits. This involved working with external customers, as well as local exchange carriers that deliver last mile services to our customers. My shift consisted of remotely logging into Microsoft Teams, logging into our phone system in order to take calls, and then accepting ticket handoffs from the previous shift and troubleshooting customer circuits utilizing various design databases. If no tickets were handed over that needed further action, I was expected to start investigation on new customer trouble tickets that have not been investigated yet.

WATCH & PROTECT

XCEL / SITEWISE

July 2019 - Current

Work within our ticketing system to ensure contractors follow Xcel policy while working around HCA, HP, and IP gas lines. Provide constant communication with contractors to ensure I am available when needed on site and ensure contractors are able to finish their jobs in a timely manner. Document jobs and send reports to Xcel so they are able to maintain records of current conditions of their gas lines that have been exposed while also maintaining a record of work that has been done around their gas lines.

EDUCATION

Masters Degree - Computer Information Systems

BOSTON UNIVERSITY

August 2015 - September 2018

COMPUTER NETWORKING



Customer Support



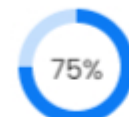
Ticketing Systems



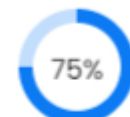
CPanel



Web Hosting



Telecommunications



Network Troubleshooting



JavaScript



HTML5



CSS3



SQL



NPM / Terminal



Git / Git Hub