

Byron Stuart Stephenson

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QuestBlue Systems | Enjoy Technologies | Appalachian Ski Mountain

A highly motivated IT professional with communication skills forged in a fast paced sales environment. Well-developed time management skills with an ability to foster collaboration and curiosity with coworkers and management. Experienced in adapting to changing industries and prioritizing teams current goals and quotas. Certified AWS Cloud practitioner with experience in EC2, S3 buckets, Virtual Private Clouds and AWS's Well-Architected framework.

CORE COMPETENCIES

- SIP Troubleshooting
- UNIX/Linux
- Server Virtualization
- AWS Cloud
- Unified Communications
- Team Management
- Client Retention
- Network Administration

PROFESSIONAL EXPERIENCE

QuestBlue Systems

March 2021 – Present

Technical Support Professional

Work within a team to troubleshoot, diagnose and maintain hosted enterprise VOIP systems. Assist clients directly via phone, a proprietary ticketing system and email. Migrate outdated PBXs to our virtual machine hosted PBX. Facilitate migrations of bare metal servers to virtual machines for major clients.

- Launch, configure and troubleshoot enterprise PBXs in collaboration with wholesalers and clients to ensure functionality and customer satisfaction.
- Remove servers from our data center that are end of life while checking the health of surrounding servers.
- Utilize Linux to transfer data and migrate bare metal servers to virtual machines.
- Collaborate with development and programming to voice customer needs and feature requests.

Enjoy Technologies

October 2020 – March 2021

Product Expert

Facilitated the install and set up of customer ordered products in the customer's home. Communicate with customers to identify pain points with other hardware and provide on site solutions. Recorded and tracked sales on the road while maintaining open communication with the remote management team.

- Worked within a team of sales associates in a start-up environment to revolutionize the retail experience.
- Met and exceeded sales performance and goals while promoting company mission and values.
- Provided exceptional customer service and built rapport with returning customers.

Appalachian Ski Mountain

December 2016 – March 2020

Ski Operations Supervisor

Managed a team of 30 employees in day to day operations at a popular ski mountain in Blowing Rock, NC. Collaborating with management to ensure risk management practices are up to date and properly implemented. Assisted electricians and mechanics with routine inspections while providing updated reports concerning machine health to the General Manager.

- Monitored the operation of ski lifts, supervised the operational tasks of 30 employees per shift, oriented new employees, and coordinated routine maintenance with ski lift electricians.
- Collaborated with the General Manager to improve risk management policies and plans.

EDUCATION

Recreation Management, Appalachian State University, Boone, NC, 2020
Studies included: Hospitality & Tourism Management

TECHNICAL SKILLS

Linux, SIP protocol, Server Virtualization, AWS Cloud, Python

INTERESTS

Programming, Music, Fitness, Rally Racing, Python

CERTIFICATIONS

AWS Certified Cloud Practitioner