

# Byron Stuart Stephenson

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## Education

### **Appalachian State University**

Boone, NC

Aug 2015 - May 2020

Major: Commercial Recreation Management

Minor: Hospitality & Tourism Management

- Relevant Courses: Computer Information Systems, Professional/Technical Writing, Program Management

### **Amazon Web Services**

AWS Cloud Practitioner

March 2021

AWS Solutions Architect

November 2020

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## Experience

### **QuestBlue Systems**

Cary, NC

March 2021 – Present

*Technical Support Professional*

- Ensure network stability while performing server migrations to a cloud-based architecture
- Deploy and maintain enterprise-wide Voice-over-IP (VOIP) systems for clients
- Develop and improve business processes to increase team efficiency
- Transition customer assets and services to cloud-based solutions
- Collaborate with multiple teams to ensure customer satisfaction

### **Enjoy Technologies**

October 2020 – March 2021

*Product Expert*

- Collaborated with team members in a start-up environment to optimize product and service offerings
- Exceeded sales performance goals while promoting company mission and values
- Built and maintained customer relationships to increase client retention rates
- Deployed and configured home-based solutions for customers
- Developed custom solutions to meet specific customer needs

### **Appalachian Ski Mountain**

Blowing Rock, NC

December 2016 – March 2020

*Ski Operations Supervisor*

- Collaborated with the upper-level management to develop risk management policies and plans.
- Managed a team of 30+ individuals to successfully execute daily operations
- Monitored and managed machine health to ensure customer safety
- Ensured proper implementation of risk management practices
- Facilitated the hiring and onboarding of new employees

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## Technical Skills

- Experience with Amazon AWS Cloud solutions, Nginx, Grafana, Red Hat Virtualization, freeSWITCH
- Understanding of network and cloud technologies, i.e. APIs, load balancing, routing, and architecture
- Experience with TCP/IP networking, Linux-based operating systems, and Cisco devices and systems
- Knowledge of voice systems and protocols such as VOIP (Voice over IP)
- Experience with Python, MySQL, HTML, CSS, JavaScript