

# Jeff Faulkner

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## EXPERIENCE

### **RAD Glass Inc:** DFW, TX — *Regional Manager*

April 2014 - PRESENT

Remotely managed and monitored all company computers and POS systems.

Maintained remote backups of all local databases for five locations

Managed IT infrastructure to mitigate employee error and outside threats

Collaborated with developers and designers to build a user-centric website and internal portal.

Interviewed, hired and trained all new employees across retail locations.

Shift scheduling across multiple locations.

Implemented productivity logging and metrics to better understand opportunities for improvement

### **Honda Financial Services:** Irving, TX — *Customer Service Representative*

October 2012 - April 2014

Identified and resolved department inefficiencies to improve process and practices. By implementing procedures to track lease balances by dealership

Actively worked with clients to resolve outstanding issues and balances

### **Livewire Special Events:** Dallas, TX — *Event Coordinator*

April 2007 - October 2012

Collaborated with clients to produce individualized, comprehensive event plans to fit within budget scope

Simultaneously managed multiple 10+ person teams across multiple job sites in the metroplex.

Personally planned and executed set-up and strike of large scale events involving multiple companies.

## EDUCATION

### **Southern Methodist University:** Dallas, TX — *BS Economics*

August 2008 - May 2012

Bachelor of Science and Economics with Financial Applications

Minor in International Studies

## SKILLS

Cloud Computing

Object Orientation  
Programming

Bash/shell Scripting

Linux/Debian

Kubernetes

Docker

Version control

## Certifications

AWS Certified  
Solutions Architect  
Associate  
- Mar 2022

AWS Certified Cloud  
Practitioner  
- Dec 2021

Certified Kubernetes  
Administrator (CKA)  
- Feb 2021

## LANGUAGES

C++

Python

GoLang