

Robert Z. Hancock
741 N Entrada St.
Chandler, AZ 85226
Phone: (480) 688-2860
Email: rzhancock@gmail.com

TECHNICAL QUALIFICATIONS

- HTML5, CSS3, JavaScript, React.js, Node.js, WordPress.
- Strong understanding of networking and TCP/IP concepts.
- Experienced with all major operating systems (Linux, Windows, macOS).

CORE COMPETENCIES

- Proven ability to quickly learn new concepts, software, and procedures.
- Strong critical and analytical thinking skills.
- Excellent communication, documentation, and technical writing skills.

EXPERIENCE

Omnis Network, LLC

Technical Support Representative, May 2013 - Present

- Assist data center colocation customers with basic requests such as power cycling machines, pulling or adding drives, checking wiring, breakers, etc.
- Troubleshoot server connectivity issues and website/email errors.
- Assist with configuring web hosting, DNS, applications (blogging), etc. as required by customer.
- Advise and assist with modifying website content and layout.
- Consult with customers to determine individual website needs.
- Educate end users on configuring and using email clients and web-based email.

Direct Marketing Media

Supervisor, August 2012 - February 2013

- Promoted to supervisor after first week of training in startup call center.
- Supervised customer retention and sales team.
- Trained new team members to use CRM.
- Assisted with call takeovers and de-escalation when necessary.
- Met one-on-one with team members on weekly basis to review metrics and determine areas of improvement.
- Provided reports and feedback to upper management.

GoDaddy.com, Inc.

Multiple Support Positions, September 2009 - March 2012

- Similar duties as Omnis Network but for a larger number of products and with greater focus on consultation and sales.
- Required to update knowledge of internal tools, products and services that changed frequently.

EDUCATION

Red Mountain High School, Mesa, Arizona

High School Diploma, May 2006

Mesa Community College

Relevant courses: Linux Operating System and Linux System Administration.