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Sokhumpheak (Soh) Thong

Cloud services industry expert with experience and insight to enable a company to grow their customer outreach and best help their users achieve their goals.

Summary of Qualifications

- 4 years of Cloud Hosting experience (Customer Support/Sys Admin)
- Excellent communication and analytical skills
- Worked with multi-million dollar clients such as WP-Engine
- Flexible and able to manage priorities and time for ever-changing tasks.
- LPIC Essentials Certified

Technical Skills

- **Cloud Services:** Linode, Amazon Lightsail and AWS, Digital Ocean, and Google Cloud Platform
- **Cloud/Server Management Services and Content Management Software:** WordPress, Drupal, Chef, SaltStack, Docker, cPanel, Hugo
- **Server Administration:** Apache2, Nginx, PHP, MySQL, High Availability/failover configuration
- **Development:** Git, Markdown, YAML

Marketing Skills

- **Event Traveling:** Managed teams going out to events, setup and breakdown of booths, interfaced with visitors
- **Social Media Outreach:** Twitter, Facebook, LinkedIn, Google Plus, Quora, Reddit, LowEndTalk and more.
- **Social Media Management:** Scheduled, wrote social media posts, and published content across Twitter, LinkedIn, Facebook and Google Plus daily.
- **Social Media Management Tools:** Sprout Social and Meet Edgar

Professional Experience

Linode, Galloway Township NJ – Customer Advocate

March 2016 – September 2017

Served as advocate for end-users, performing tests and problem analysis for server, desktop and infrastructure work. Managed social media and social media presence. Also represented Linode at events, managing the traveling teams.

Key Duties and Responsibilities

- Advocate for users, bringing their needs and woes to light and working to make changes as necessary. Interfaced with many other teams to achieve this.

- Created content, such as video tutorials and blogs.
- Interacted with users across multiple social media outlets and promoted the company, as well as assisted people who needed help.
- Gathered feedback for the team on our products.

Achievements

- Exponentially extended brand outreach across multiple channels, as well as set a foothold in new forums and sites.
- Brought social media response time average from many hours down to 15 minutes
- Trained new generation of employees on social media management and setup training for more.

Linode, Galloway Township NJ – Customer Service Technician, Level 2

October 2013 – March 2016

Ticket support system, assisting cloud server users over a wide berth of issues. Required knowledge in multiple Linux distributions, server technologies and infrastructure implementations.

Key Duties and Responsibilities

- Assist users in issues ranging from network connectivity issues to nuanced technical issues in their stack configuration
- DNS troubleshooting
- Assisted users using tools and making configuration changes from the host end as well as recommending changes to the user end.
- Managed trained and able to personally manage user's servers to bring apps and sites back to life.
- Learned of new technologies daily and made recommendations to users.
- Consulted users on server security implementations and changes.

Achievements

- Received multiple accolades and only Support member to receive two employees of the season awards for multiple years.
- Achieved #1 on Linode Customer Happiness rating board (Hively) and maintained that rank by a large margin for a nearly 2 years after leaving Support (still held #1 when I left the company by 25% over the second highest).

EDUCATION

Atlantic Cape Community College – A.A.S Computer Science

2010 – 2013, Mays Landing, NJ

Absegami High School

2002 – 2006 Galloway Township, NJ