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# Sokhumpheak Thong

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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
- 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:** WordPress, Drupal, Chef, SaltStack, Docker, cPanel
- **Server Administration:** Apache2, Nginx, PHP, MySQL, High Availability/failover configuration

## 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
- **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 2017 – 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 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 and server technologies and infrastructure implementations.

### **Key Duties and Responsibilities**

- Assist users in issues ranging from basic 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 our Customer Happiness rating board (Hively) and maintained #1 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