

# JACOB KEOGH

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## Professional Summary

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I have long been fascinated with the mechanisms behind the technology that drives our everyday. My passion is for designing, improving, and implementing solutions to improve the technology that we all depend on.

## Skills

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- **CompTIA A+ Certified**
- Fast learner
- Analytical/critical thinker and creative problem solver
- Exceptional communication and diagnostic skills
- Training and essential knowledge of multiple IP/TDM telephony platforms
- Understanding of the specifications and requirements of DSL/Cable/Fiber internet systems
- Valuable knowledge with regard to troubleshooting both single-user and larger node/DSLAM issues
- Comprehensive knowledge of telecommunications fundamentals with regard to the methods and systems used in the delivery of telecom services – e.g. (phone/video/internet)

## Work History

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### **Trainee Mentor / Customer Relations Coordinator**

01/2018 to 06/2018

**Spectrum (formerly Time-Warner Cable)** – Bridgeton, Missouri, United States

Assisting in transitioning employees from training to their normal work environment by answering inquiries regarding company policy and providing support in learning the usage of workplace tools and software, in addition to continuing to provide basic customer support with regard to Spectrum services, including troubleshooting internet/phone issues, handling basic customer billing inquiries and payments, as well as being responsible for establishing and maintaining professional and positive relationships with customers on behalf of Spectrum and ensuring issues are addressed consistently with company policies and practices.

- During my tenure at Spectrum – in addition to being chosen to train and mentor new employees – I was selected for several special projects including the **Fiber Special Initiative Team**, which provides support to subscribers in Spectrum's fiber test markets, as well as a team which developed an internal employee portal website.

### **Rep 1, Cust Svc Internet/Voice, Residential Internet/Phone Rep**

09/2017 to 01/2018

**Spectrum (formerly Time-Warner Cable)** – Bridgeton, Missouri, United States

Provided basic customer support with regard to Spectrum services, including troubleshooting internet/phone issues, handling basic customer billing inquiries and payments, as well as being responsible for establishing and maintaining professional and positive relationships with customers on behalf of Spectrum and ensuring issues are addressed consistently with company policies and practices.

### **Helpdesk Technician**

04/2017 to 07/2017

**Fidelity Communications** – Sullivan, Missouri, United States

Answered incoming customer repair calls. Troubleshooted and logged problems with voice, video, and data services. Answered customer emails with simple but detailed explanations of problems and their resolutions.

## Education

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High School Diploma

2016

**Sullivan High School** - Sullivan, MO

General Education

2016-2017

**East Central College** - Union, MO

Computer Science

2018 - Current

**Southeast Missouri State University** – Cape Girardeau, MO