

JACOB KEOGH

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Professional Summary

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

- CompTIA A+ Certified
- Fast learner
- Analytical/critical thinker and creative problem solver
- Exceptional communication and diagnostic skills
- Training in multiple IP/TDM telephony platforms (including hands-on experience with Lucent 5ESS control consoles and Nortel CS2Ks)
- 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
- Essential knowledge of telecommunications fundamentals with regard to the mechanisms behind the delivery of telecom services – e.g. (phone/video/internet)

Work History

Trainee Mentor / Customer Relations Coordinator

Current

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 how to utilize the tools used in customer service, as well as 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.

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

09/2017 to 01/2018

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

Providing 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

Performed troubleshooting, assessed, and assured the resolution of issues with residential and business-class telecommunications services including phone, cable, and internet.

Education

High School Diploma:

2016

Sullivan High School - Sullivan, MO

Transfer Engineering: Engineering

2016-2017

East Central College - Union, MO

Visiting Student

2018

St. Louis Community College - Wildwood, MO

Certifications

CompTIA A+

