

Steven Pillow A+, Net+, HDI, ITIL

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PROFESSIONAL EXPERIENCE

Over 15 years of technical support and PC repair experience. I am knowledgeable with a variety of common operating systems, applications, and hardware with the ability to learn new tools and software applications. I am experienced in providing technical support to nearly 4,000 employees and 600 applications.

TECHNICAL SKILLS

- **Software** Microsoft Office, InfoMaker, Salesforce, Tableau
- **Databases/Programming Language** SQL, R, Python
- **Hardware** Dell/Gateway/HP/Compaq desktops and notebooks, Printers, Routers, Zebra Printers, RSA tokens
- **Applications** Active directory, Hyena, WinVNC, MySQL, Toad, Tableau
- **Operating Systems** Windows 9.x – 11, Novell
- **Networking** Ethernet topology, TCP/IP protocol, VPN, VDI
- **Tools** Ping, TRACERT, NSLOOKUP, DIG

PROFESSIONAL EXPERIENCE

GoDaddy Registry Louisville, KY **Technical Account Manager II** 3/17-Current

Job Details

- Assist customers with troubleshooting technical problems by responding to issues submitted via email, portal or phone.
- Escalate issues to the appropriate team as needed.
- Document and optimize our support process
- Onboard new customers, terminate exist accounts, and process company name changes.
- Assist customers with registering domain names, processing contact and/or name servers changes.

LG&E-KU Louisville, KY **Technical Support Analyst** 3/17-Current

Job Details

- Answer incoming internal support calls and make outbound calls as needed
- Respond to issues submitted via email or portal
- Troubleshoot and resolve or escalate issues to the appropriate team.
- Monitor different systems (UC4, Site Scan, Oracle) for errors and escalate issues
- Utilize and create knowledge base articles to assist in issue resolution
- Support more than 600 application for more than 4,000 employees

Neustar Louisville, KY

Product Support Tech 1/12-3/17

Job Details

- Provide Technical Support for Registry and DNS customers
- Multitask between handling inbound calls and email inquiries effectively and efficiently
- Multitask between handling different products and services.
- Manage multiple priorities to meet service level agreements and project deadlines.
- Perform court order domain seizures and transfers.
- Takedown sites that have proven to be malicious.
- Assist customers with troubleshooting DNS issues.

Youth Detention Services Louisville, KY

Information Systems Analyst 5/07-1/12

Job Details

- Installing, configuring and/or testing hardware/software; and resolving hardware/software problems
- Maintain CCTV system
- Query database to respond to request for information and create reports in Infomaker.
- Image desktops for deployment
- Notify vendors to obtain assistance in correcting system errors or to request service or repair.
- Create user acct, workstation acct, and reset passwords in Active Directory
- Respond to tickets and assist users with technical issues
- Design, test and deploy new applications or enhancements to existing applications
- Support over 100 users

Geek Squad City Brooks, KY **CIA Laptop Technician** 10/06-06/08

Job Details

- Disassemble laptop removing dysfunctional parts and replacing with working parts
- Such as Hard drives, Motherboards, Optical drives, and LCDs.

Apex Systems Louisville, KY **Computer Technician** 8/06-10/06

Job Details

- Work as Temporary Computer Technician for Unisys.
- Travel to Dell business and residential customer's home or business to repair their PC

GDKN Louisville, KY **Electronics Technician** 7/05-1/06

Job Details

- Work as temporary contractor for Motorola repairing Diads for UPS
- Assemble and disassemble replacing bad parts
- Test Diads using different testing equipment

RCM Technologies Louisville, KY

Computer Technician 7/04-10/04

Job Details

- Work as Temporary Computer Technician for BancTec Inc.
- Travel to Dell, E-Machine, and Best Buy customer's home or business to repair their PC

CERTIFICATIONS AND TRAINING

- Microsoft Certified Professional (MCP), Comptia Network+, Comptia A+, HDI certified, ITIL Certified
- Completed courses on basic and digital electronics
- Computer repair and Networking also passed exams n10-002, 220-221 and 220-222
- Netware 5.1 Administration and Advanced Administration and passed exam 50-653
- NDS Design and Implementation and passed exam 50-659
- Implementing and Supporting Windows XP Pro
- Implementing and Administering windows 2000 pro and Server and passed exam 70-215
- Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
- Designing Security for a Microsoft Windows Server 2003 Network and passed exam 70-298

EDUCATION

Louisville Technical Institute, Computer Network Administration 2001-2002

Fairdale High School, General education 1997-2001

