

STEVEN PILLOW

Louisville, KY

502.417.7313

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Skills

- ITIL Framework
- Client onboarding
- CRM software (Salesforce)
- Documentation
- Teamwork and Collaboration
- Data analytics (Tableau)
- Multitasking
- Problem-Solving
- Equipment Troubleshooting
- Analytical Thinking
- Decision-Making
- Account Management
- Project Management
- Product Knowledge
- Attention to Detail

Professional Summary

Focused Technical Account Manager delivers consistent and professional work for every assignment. Offers 15+ years in IT industry environments and top-notch abilities in Troubleshooting technical problems. Trained in Computer Networking (Comptia Network+), ITIL, HDI, Computer Repair(Comptia A+), Salesforce, Tableau, SQL, and Python.

Experience

GoDaddy Registry | Remote/Louisville, KY

○ October 2019 - Current

Technical Account Manager II

- Assist customers with troubleshooting technical problems by responding to issues submitted via email, portal or phone
- 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.
- Escalated complex technical issues to appropriate internal teams for resolution.
- Managed customer accounts and provided technical support for various products and services.
- Investigate reports of malicious domains

LG&E-KU | Louisville, KY

○ March 2017 - October 2019

Technical Support Analyst

- Answer incoming internal support calls and make outbound calls as needed
- Respond to issues submitted via email or portal
- 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.
- Diagnosed and resolved technical hardware and software issues.
- Resolved most calls with first contact and escalated remaining calls to appropriate personnel for swift handling.
- Participated in training and workshops to enhance skills and acquire resourceful tools.

- Trained new Technical Support Representatives on company policies, procedures, and tools.
- Reviewed unresolved tickets regularly, ensuring timely resolutions were provided.

Neustar | Louisville, KY

○ January 2012 - March 2017

Product Support Tech

- 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

○ May 2007 - January 2012

Information Systems Analyst

- 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

○ October 2006 - June 2008

CIA Laptop Technician


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

Education

January 2002

○ Computer Network Administration
Louisville Technical Institute

January 2001

 General education
Fairdale High School

Certifications

- Microsoft Certified Professional (MCP)
- Comptia Network+
- Comptia A+
- HDI certified
- ITIL Certified