

Daniel Lewis

Support Shift Supervisor

[linkedin.com/in/
daniel-lewis-379459a2](https://www.linkedin.com/in/daniel-lewis-379459a2)

CompTIA A+ certified Helpdesk supervisor and Linux admin
1534 17th St S, Apt J | Birmingham, AL 35205

(334) 798-3399

d.lew1988@gmail.com - <https://daniellewis.xyz>

Skills

Diverse experience with desktop, mobile, server device setup, administration, and troubleshooting. Adept with Windows, Android, iOS, Linux (CentOS/Ubuntu), webhosting, Apache/Nginx, MySQL, PHP, email. Experienced WordPress and Magento administrator. Basic HTML, CSS, PHP experience.

Experience

KnownHost, LLC / Support Shift Supervisor

January 2016 - Present, Birmingham, AL

Responsible for ensuring support tickets are worked efficiently, correctly, and with excellent customer service by shift's support techs. Assist with all aspects of hosting websites and domains (PHP, Databases, email administration and troubleshooting). First point of escalation for difficult or lengthy issues that others cannot resolve. Perform monthly and annual reviews of support staff. Provide customers with targeted solutions to problems including sales of premium solutions. Additionally handle all support technician duties, directly interacting with customers.

Fix'D Systems / Freelance Solutions Provider

Dec 2014 - Dec 2015, Auburn, AL

Network and device setup/troubleshooting for small business and home clients. Website design for dsquaredonuts.com. Migration of 1500-product ecommerce store Cute-Things.com from Zen Cart to Magento with responsive redesign.

TgL Communications / Technician, Solutions Provider

August 2013 - August 2014, Auburn, AL

Contract IT support for desktop, mobile, networking for various companies near Auburn-Opelika area. Assist employees with problems with device configuration and use. Wrote and maintained small programs, as well as a WordPress website for the company.

Education

Auburn University / Mechanical Engineering (partial)

2006 - 2010, Auburn, AL

References

Had some odd issues with one of my servers... Within 10 minutes Daniel in support was logged into my server, providing logs and suggested configuration changes. Amazing support. Hard to find.. will be sending more of my clients your way. - **Tim Y. (Customer)**

Just now Daniel L. dug into my server setup for 10 recently migrated sites, found https errors and uncompleted areas in my account - 'invisible' to me and just beyond me at the moment - fixed all of it and I'm on my way. I'm so pleased with KnownHost Support. - **Liz M. (Customer)**