

JENNA RECKTENWALD

Louisville, KY

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SUMMARY

Senior Technical Support Specialist with 3 years' experience at fast-paced Linux-based web hosting companies and 5 years' freelance web development/programming experience. Used a variety of tools including root SSH access to solve advanced technical issues related to application-level and server-level problems.

SKILLS

- SSH
- Python
- PHP
- MySQL
- HTML/CSS
- JavaScript/jQuery
- Customer support
- Remote work with teams
- Troubleshooting popular PHP-based CMS
- WordPress development & WP-CLI
- Learning new technologies and programming languages quickly

EXPERIENCE

SiteGround Web Hosting, Remote - Technical Support Sep 2016 - Present

- Promoted to the L2 Senior Technical Support queue after consistently solving advanced cases and proving competency with root SSH access to VPS/dedicated servers.
- Consistently exceeded team average for total ticket counts, solved tickets, and ticket/reply ratio with low escalation rates.
- Consistently received high customer satisfaction ratings.
- Handled wide variety of issues including CMS/application errors, server-side issues, DNS, resource usage abuse, website migration, and billing.

World Wide Web Hosting, LLC, Remote - Customer Support Oct 2015 - Aug 2016

- Handled 5 concurrent chats of technical, pre-sales, and other troubleshooting nature.
- Worked closely with remote team members to monitor Helpdesk ticket, chat, and phone volume to switch as needed for adequate coverage.

Freelance Web Development/Programming 2013 - Present

- Worked with a variety of clients for website development, graphics, logos, and backend programming.
- Occasional SEO and social media management for personal/small business websites.