

Technical Support Specialist

Cape Town, South Africa
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BRIAN NEWMAN

PROFILE

As a Technical Support Specialist with experience in customer support, Linux, WordPress, DNS, SSL, and MySQL, I am currently working at DreamHost

Skills

- Fast Learner
- Communication Skills
- Technical Support
- Customer Support
- Linux
- WordPress
- DNS
- SSL
- MySQL
- Troubleshooting
- Customer Service
- Technology Advancements

EMPLOYMENT HISTORY

Technical Support Specialist at DreamHost

February 2022 – Present

Currently working as a Technical Support Specialist at DreamHost, providing excellent customer support for various technical issues. Utilize strong knowledge of Linux, WordPress, DNS, SSL, and MySQL to troubleshoot and resolve customer problems. Serve as a Tier 2 support representative, handling escalated issues and providing advanced technical assistance.

Brian Newman

- Promoted to International WordPress Support, showcasing expertise in WordPress troubleshooting and support.

Technical Support Analyst at Computacenter

January 2021 – January 2022

Technical Support

Active directory

Service now ticket administration

Cisqo

Linux System Administration at OptiSolutions, Cape Town

January 2019 – January 2020

Linux System administration

SUSE enterprise Linux, migrations, patching, backups, raid, uptime monitoring, performance monitoring

Ticket administration

Field Service technician at Frontier communications, Cape Town

2018 – 2019

Fibre/ADSL fault finding

Installation, splicing, router configuration, setup and activation

CERTIFICATIONS

Comptia Linux +

2019 – 2021

MTA 98-382 JavaScript

2020 – 2020

Brian Newman

Basic/beginner

JavaScript certification

REFERENCES

John Job from DreamHost

Gradon Robertson from OptiSolutions

Imran Daniels from Computacenter