

Kristofer Slevens

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Objective

Constantly striving to create brand loyalty by offering unparalleled technical support assistance to end-users. Provide a trouble free experience during possibly frustrating technical support incidents, while solving the issue with both empathy and speed.

Experience

Host Virtual, Inc – Santa Monica, CA

April 2013 – Present

- Provide technical support and assistance to self-managed users, while providing managed ‘white glove’ service to managed users with a 1-3 minute average ticket response time.
- Created a dedicated ‘Managed cPanel’ tier and served as the account manager for all Managed cPanel customers, assisting with common cPanel issues and application level (PHP & MySQL) troubleshooting.
- Negotiated the pricing on rack space and transit (including cross connects) at new international PoPs including both Sydney, Australia and Sao Paolo, Brazil.
- Frequently built and refurbished HP DL160 servers with new RAM, CPU and hard disks. Updated BIOS firmware and imaged machines with a custom Xen stack. Tested the equipment for QA before shipping to data centers.
- Troubleshoot network issues and contact uplinks and transit providers when necessary (latency, packet loss or complete BGP fail-over at 20 locations)

Law Offices of Thomas Carroll Blauvelt, LLC – Old Bridge, NJ

February 2007 – April 2013

- Provided an 800% increase in unique visitors to the law firm through multiple MySQL / PHP driven websites, rich in search engine optimization and freely available public information.
- Drove new clients and traffic to the website through white-hat link building and viral marketing.
- Managed numerous CentOS Linux based cPanel web servers with a 100% uptime over 14 months, as well as backups and PHP / MySQL database optimization to all required websites.

Oznum.com dba Oznum, LLC – Colorado Springs, CO**January 2006 – December 2009**

- Created, provided copywriting for, and marketed L.E.D. lighting products to the retail US market.
- Marketed new niche LED products through search engine optimization and the creation of numerous 'top selling' products.
- Improved customer experience while reducing overhead, by eliminating redundancy in on-site positions.
- Managed a remote support team while restructuring the overall customer service experience to improve response time and the accuracy of answers.

Education**Raritan Valley Community College – Somerville, NJ****2010 - 2012**

Graduated Cum Laude with an Associates Degree in Business Administration. Presented with Raritan Valley's first presidential award for research & website creation on the Myostatin Protein.

Skills

Linux and CentOS / RedHat based systems. Have kept a focus on and worked with cPanel since early 2000. Was an intern and HostDime's first employee for years during high school. After leaving HostDime, I started my own cPanel hosting company which I ran during high school, at which time I worked with Mod_Security thoroughly. Helped the cPanel community to stop two drive-by exploits, well before the implementation of Mod Security to EasyApache / cPanel.

Currently Director of Customer Relations & the account manager to high level managed accounts at Host Virtual, as well as press releases and blog creation. Implemented the Host Virtual 'Rescue' program to provide upsold rescue support and assistance to self-managed customers, such as malware and virus removal. Learned the basics of Anycast networking such as prepending, communities to support Host Virtual's large Anycast customer base in sales & support tickets.