

Kristofer Slevens

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Objective

Constantly striving to create brand loyalty by offering unparalleled technical support knowledge and assistance to high level clients. Providing a trouble free experience during frustrating technical support incidents, while solving the issue with both empathy and speed, regardless of the software or platform.

Experience

Continuous Networks – Secaucus, NJ

February 2016 – Present

- Proactive administration and patching of systems for VIP clients who are on Linux based systems as well as white-glove managed support with an average 1-3 minute ticket response time.
- Migrate bare-metal and Xen based virtual machines to a HA Hyper-V environment and administrate them.
- Patch and port older PHP applications to later operate on later PHP versions and different environments.
- Managed two hosting companies for approximately one year before their sale. Handled all escalations beyond low level tech support tickets. Documented and taught support staff how I fixed issues to improve customer experience and satisfaction.
- Optimized, consolidated and maintained a fleet of over 30 Xen based. Used tweaks to maintain a low hypervisor (dom0) load while keeping things fast for high density guest levels. Servers have an average of 300+ days uptime while patched against any XSA advisories.
- Constantly keeping up to date with the latest technology and cross-training to assist with an MSP's growing base of clients. Expanding networking knowledge by training and working with Sophos based software.

Host Virtual, Inc – Santa Monica, CA

April 2013 – August 2015

- 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 Associate's 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. Started as HostDime's first employee during high school. After years at 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.