

# Shawn Simpson

Aurora, CO 80013

[simpsonshawn99996\\_mqh@indeedemail.com](mailto:simpsonshawn99996_mqh@indeedemail.com)

+1 757 277 8959

Authorized to work in the US for any employer

## Work Experience

---

### **Tier 1 Expert Technical Support Rep**

InMotion Hosting - Virginia Beach, VA

October 2019 to February 2021

- Promoted from Tier 1 Technical Support to Tier 1 Expert Technical Support
- Granted Root access to perform troubleshooting on VPS and Dedicated servers
- Managed advanced settings through command line and in Root WHM
- Acted as first point of contact for Tier 1 Technical Support Representatives
- Assisted Tier 1 Technical Support Representatives with Root access troubleshooting

### **Tier 1 Technical Support Rep**

InMotion Hosting - Virginia Beach, VA

August 2018 to October 2019

- Listened to customer concerns and issues
- Asked clarifying questions to replicate issues
- Analyzed information for troubleshooting
- Performed necessary troubleshooting steps and worked towards resolution
- Resolved issues on first contact, if possible
- Escalated and worked with higher tier, as necessary

### **Parts Salesman**

Checkered Flag BMW - Virginia Beach, VA

September 2016 to August 2018

- Ordered products through in-house software
- Scanned in incoming products
- Stocked new products
- Sold parts to third-party repair shops

## Education

---

### **High school diploma**

## Skills

---

- Adaptability
- Multitasking

- Communication
- Patience
- Creativity
- Positivity
- Critical Thinking
- Problem Solving
- Customer Service
- Teamwork
- Empathy
- Work Ethic
- Technical Support
- Software Troubleshooting
- Troubleshooting