

Timothy P. Rhoads

Contact Information:

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Experience

March 2008- May 2009

Midphase Services Client Services Manager

- Manage domain registration business and resolve any legal, ICANN, UDRP and WHOIS Accuracy issues including but not limited to transfer disputes, payment issues and escalated tickets.
- Create php mysql solutions to help streamline business practices integrating solutions with third party API's.
- Communicated with administrators, tech support, billing and department managers to resolve customer issues and improve quality of service.
- Review tickets, chats, forums for common issues that can be documented as well as escalated unresolved issues.
- Discuss with customers their concerns and ideas on how we can provide a better quality of service.
- Research issues and provide accurate documentation of resolutions for customers and support staff.
- Training Staff (both technical and procedural)
- Act as a "go to" person for handling undocumented or difficult situations.
- Escalate issues to appropriate managers to help alleviate customer's issues.
- Created reports from call, ticket and chat logs. Created detailed reports of commissions, sales, retentions and chargeback's that help make vital decisions for the company's procedures and growth.

December 2006- March 2008

Midphase Services *Promoted to Accounts Receivable/Payable Manager.*

- Processed and won 98% of chargeback's. Responded to credit card companies with details about customer's online purchases.
- Created procedures for collecting on invoices, reactivations and account suspensions.
- Made sure orders that were processed met explicit criteria to avoid processing fraud. Made sure potential customers who did not meet these criteria provided additional information to prove their orders were not fraudulent.
- Processed upgrades, security certificates for websites, domain registration, cancellations and renewals.
- Suspended or terminated accounts in violation of DCMA, or for abusing our terms of service.
- Quality controlled, created procedures, provided training and documentation for all billing department processes.
- Communicated with administrators, tech support, customer service and department managers to resolve customer issues and improve quality of service.
- Interviewed, hired and terminated employees for various departments within the company.
- Trained technical support and billing representatives.
- Audited billing and services to make sure services provided were accurate and being paid for.
- Talked to customers to make sure the services they were ordering were appropriate to their needs.

December 2004 – December 2006

Midphase Services *Level 2 Phone and ticket technical support.*

- Audited billing and services to make sure services provided were accurate and being paid for.

- Talked to customers to make sure the services they were ordering were appropriate to their needs.
- Provided technical support for shared, reseller, VPS and dedicated server hosting.
- Created customer tutorials to help hem with common service issues regarding Frontpage and Dreamweaver site setup and configurations.
- Reset passwords for hosting accounts and helped customers with control panel navigation and explained features (Cpanel/WHM).
- Processed orders that were received and reviewed them to make sure they were not fraudulent.
- Communicated with Level 1 technical support with issues that need to be resolved.

June 2004 – Current

Solarblu.net *Freelance programmer, Network Administrator and website designer.*

- Using Flash, ASP, PHP, and Mysql provide programming for web based applications.
- Provide Security Analysis and network configuration for existing networks.
- Help small business owners with their websites and implemented updates and new features to fit their needs.
- Server setup and configuration for small business needing to implement centralized storage and network security.
- Design and upgrade websites, promotional tools, programming services, and software products.
- Search engine Optimization, and advice on website marketing so that sites do well in the organic, crawler-based listings of search engines such as google, msn and yahoo.

June 2001 - June 2004

Sackett Systems/Delta Equipment *Network Engineer, Application Developer, Web Technologies Developer, Crystal Reports Writer*

- Maintain 4 NT 4.0 and 1 Windows 2000 Servers and 55 Windows 2000 Professional Workstations, 5 Windows XP Professional Workstations, 15 Windows 2000 Professional Laptops, and 5 Windows XP Laptops. Maintain 10 Hewlett Packard Printers/Plotters.
- Upgrade Client computer with new software, Service Packs, Plug-ins, Microsoft updates, and hardware.
- Maintain and established a Helpdesk Program for tracking issues and Workstations traits.
- Resolved Problems with vendor Products.
- Wrote over 25 Programs in Visual Basic 6.0, FoxPro 6.0, Crystal Reports 10, Flash MX 2004, and DreamWeaver MX 2004.
- Maintain Sales Presentation in Flash MX, Fireworks MX, and DreamWeaver MX
- Maintain Internal Website Content Management System, to provide users with relevant customizable information.
- Write and maintain programs for producing product specific user and maintenance manuals for fabricated machines using FoxPro 6.0, DreamWeaver MX 2004, AutoIT, Crystal Reports 10, Adobe Acrobat 6.0, and Visual Basic 6.0.
- Change, update and verify network passwords and Log-on settings.
- Maintain, Install, Update and research AutoDesk Inventor Series Products.
- Implemented, developed, and maintained Customer Service Program
- Run Rockwell Automation Products to update the chips on specific fabricated machines.
- Maintain Retrospect Software Backup Program. Restore files from backup when needed.
- Monitor Cisco Pix 501 VPN Device, Server and Client Software.
- Maintain, implement, update, and verify Inoculate 6 updates, scans and settings.
- Worked with the following vendors to resolve issues and implement appropriate solutions Compaq, Hewlitt Packard, Toshiba, Dell, Tiger Direct, CDW, Sprint, Macromedia, AutoDesk, and Microsoft.

Education

2008 **Cisco CCNA** (in progress)

2000 **Microsoft Certified Professional**

1998 **College of Dupage** Glen Ellyn, IL General Education

1997 **Parkland Community College** Champaign, IL General Education

Computer Skills

Operating Systems: DOS, Windows 95-Vista, Mac OSX.

Programs: Computer Associates, Act 2000, ASP, PHP, Curl and Javascript, Adobe Acrobat, Crystal Reports, Flash, Dreamweaver, Contribute, Fireworks, Front Page, Microsoft Windows Server, MySQL, Quark Express, Visual Basic, Visual FoxPro, Dantz Retrospect, Veritas, Timberline Office, Wordpress, OS Commerce, CPanel and Plesk, Ubersmith, IIS, and Microsoft Exchange Server.

Programming Languages: PHP, html, javascript, actionscript, visual basic, curl, visual foxpro.

Hardware: Cisco, Hewlett Packard, IBM Servers, Compaq and HP desktops, scanners and printers, Netgear, Linksys, Pitney Bowes, Rockwell Automation, WASP, I.R.I.S, Palm and Windows Mobile, Kodak, ATI, and Mac.

References

Tina Leonard (717) 623-6015 – District Manager Walgreens, friend of over 10 years. We have also worked together on a variety of projects.

Matt Wolff (312) 607-3799 mattwolff@gmail.com - Marketing Manager and Tech Support at Midphase.com, worked together for almost four years. Can tell you about my work ethic and ability to do whatever it takes to make sure the customer gets their issue resolved.

Carlos Ramirez (773)960-5861 – Flight Attendant, Friend for almost four years, can tell you about my work ethic and the ability to help others with their common computer issues.

You can check out my customer and colleague references at <http://linkedin.com/in/solarbluseth>
My Portfolio is located on solarblu.net and my technical articles are on betterwebservices.com