

BILL COKER

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PROFESSIONAL SUMMARY

I am a technical support professional with 20+ years of experience in web hosting and cloud infrastructure. I have a high degree of technical as well as team lead and supervisory role experience. I believe strong product focus, technical expertise, customer-focused service, and honesty are the best possible methods of customer acquisition, growth, and retention. I am looking for interesting and engaging roles where these skills can be put to use as well as learn new skills.

WORK EXPERIENCE

Support Specialist L1/L2 | A2 Hosting/Hosting.com | Remote | Jun 2016 - Aug 2025

- Support Specialist L1/L2 roles handling Email/Phone/Chat
- Technical Support via Phone/Email/Chat
- Customer Service and Billing Department support
- Shift supervisor roles when needed
- Participated in Employee Onboarding and Training
- Product Testing and Feedback

Technical Support Ninja | A Small Orange | Durham, NC | Apr 2013 - May 2015

- Customer Service Specialist Email/Phone/Chat
- Customer Service and Billing Department
- Employee Onboarding and Training roles

Systems Administrator | 4t Networks | Norcross, GA | Oct 2008 - Oct 2010

- System Administrator
- Technical Support Phone/Email/Chat
- Customer Service and Billing Department

Technical Support Manager | eApps | Norcross, GA | Oct 2004 - Oct 2009

- Technical Support Manager and Technical Support Roles
- Scheduling, Training and daily monitoring of customer service personnel and service related issues
- Development and implementation of service procedures
- Technical Support Phone/Email/Chat for 4500 VPS Clients
- Software and Application Development

SKILLS

- Bash Scripting
- cPanel/WHM Administration
- Cursor
- DNS & SSL Management
- Drizzle/Prisma ORM
- GenAI & AI Integration
- Git
- Linux/Unix System Administration
- Multi-Channel Support (Email/Phone/Chat)
- MySQL
- Node.js
- OpenCode
- Python
- Server Virtualization
- SQL Database
- SQLite
- Team Leadership & Training
- Technical Documentation
- TypeScript
- VS Code
- WordPress CMS/CRM