

Steven Higginbotham

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Employment

GODADDY, PHOENIX, AZ

Sept 2010-present

- **Network Engineer** - configuration of layer 2 and 3 networks, load-balancers and firewalls, and network management response for attacks, service outages, and device failures.
 - **ITOC Network Specialist** - implemented documented fix actions for network impairments and collected diagnostic information for Senior Network Engineers as needed.
- Customer Care Center Inbound Support Representative; sales, technical and billing support, product setup and other support roles.

SUNFLOWER BROADBAND, LAWRENCE, KS

• Advocate Support Specialist

June 2008-July 2009

• Customer Service Representative

June 2007-June 2008

Solved service and billing issues with walk-in and call-in customers. As pilot member of Advocate Support Specialist team, performed billing system audits and performed inventory maintenance while developing and implementing strategies for addressing additional customer service department support needs as they were identified.

JASONS DELI, KANSAS CITY, MO AND LAWRENCE, KS

• Manager

Aug 2005-May 2007

• Employee/Supervisor

Aug 2003-Aug 2005

Performed typical restaurant management duties including opening and closing duties, inventory maintenance/control, oversight of employees, and profit reporting/analysis.

Education

Cisco Certified Network Associate

Aug 2010

Associates Degree; Computer Network Technology
South Mountain Community College, Phoenix, AZ

May 2013

St. Albert High School, Council Bluffs, IA

May 2003

Skills

Operational familiarity with Layer 1 – 4

Proficient in the use of Windows, Mac, Linux operating systems

Cisco IOS/NX-OS/XR, Arista, A10, F5

Abilities

Adapt quickly to new software environments, command line or GUI based

Self starter with a can do attitude and an eye for detail

Excellent written and verbal communication skills