

KEITH THOMAS JENKINS

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OBJECTIVE

Seeking position in Management/Supervision of people helping customer in Configuration, Setup and Troubleshooting, of Customer Connectivity including, when needed, Networking and Routing.

SKILLS

- Proficient at Hardware selection and component installation in x86 type computers – up to and including Pentium 4 class machines, hardware add-ons and drivers
- Familiar with a variety of software such as:
Operating Systems: DOS 5-6.22, Windows[®] 3.0, 3.1, 3.11, 95, 98, NT4.0, Windows 2000 Professional and Server, Windows XP Home and Professional
Additional Productivity Software: WordPerfect[®], MS Works[®], Microsoft[®] Office 4.3 – 97 Professional, 2000 Premier, Office XP Small Business, Office 2003 (including all FrontPage and FrontPage Express)
- Build, configure, upgrade, software-load, adjust, repair and improve PC's
- Excellent phone voice and manner

SPECIAL ACHIEVEMENTS

- Winner of 2003 Amelia Award for Excellence in Customer Care at Time Warner Cable SA
- Brainbench[®] Certified Windows 95[®] Administrator and Windows 98[®] Administrator
- Top Conversion Specialist selling Dining a' la Card, at West Telemarketing, for twelve weeks out of seven months (four weeks consecutively), maintaining personal conversion rates consistently well above 65% of all calls received
- Certificate of Basic Biblical Studies – International Bible College – Upper 20% of Class
- Self taught construction of computers, including configuration of hardware, software and operating systems and developed proficiency in the use of a variety of programs and basic HTML

EMPLOYMENT HISTORY

January 2002 - Present

Time Warner Cable – Broadband Network Services Technical Support Specialist III – I provide support assistance to Residential Customers, Business Customers, Sales Agents, Account Executives and Installation and Service Technicians, by: helping establish or correct all matters of connectivity; configure e-mail; make sales by providing good quality, honest information to sales agents/account executives/customers regarding services and possibilities of their use; servicing and upgrading commercial accounts and managing their routers and modems; aiding customers and their support technicians in troubleshooting their and our difficulties regarding every kind of issue ranging from blocked e-mail to basic network configuration advisements and Time Warner service selection.

May 2001 – January 2002

Time Warner Cable – Installer (Service Tech IV) Install cable TV services including Digital and Non-Digital services, High Definition Digital Services, High Speed Data Services. I was one of the First “Rovers” in Time Warner – San Antonio. Provided tech support and connectivity help to fellow field techs even to providing this via my personal cell phone.

September 1996 – Present

Self Employed – Create, upgrade, managed and establish networks and low cost Pentium class computers for people using new, pre-existing and/or pre-owned parts; Repair, upgrade and service computers for others on a commercial basis; Do hardware installation from RAM loading to Hard Drive replacement, data transfer and recovery

October 1999 – June 2000

Northside Independent School District – Work as a Bus Assistant – managing students of all ages and various needs, from discipline difficulty and safety to special needs, wheelchair lifts and body fluid care and control.

September 1993 – 1999

Self Employed – Work producing small books, papers, articles and resumes for individuals and printer services; Format texts to rigid specifications, package and deliver all product; Highly recommended by college instructors

September 1995 – January 1997

West Telemarketing Inbound – Order taking for hundreds of products and companies using a menu driven CRT/Mainframe system; Made and effected changes in screen malfunctions and misprinting; Selected in third month of employment to join a Special Product Line Group for Southwestern Bell Telephone; Three months later selected to work on the Montgomery Ward Signature Group’s “Dining a’ la Card” sales team; Consistently held one of the best conversion rates; Won Telemarketing Representative of the Week and placed in the top ten of the company’s Customer Service essay contest

September 1994 – September 1995

Zion Evangelical Lutheran Church – Served on staff as Lay Minister of Outreach for a congregation whose average age was seventy-six; Developed methods and plans of reaching out in the area of Woodlawn Lake and making the church known by the community; Helped plan, arrange and supply the meetings of the Community Ministry Development Team, producing all hard copy; surveying the neighborhood: creating needs assessment of the community; developing ministry and service programs. Planned, wrote, provided the music and conducted the mid-week services; Served as the Chairman of Parish Education and Youth