

James Owen

SUMMARY

Two years in technical support, covering high-volume hosting, DNS and Linux troubleshooting, preceded by several years in customer-facing service and delivery roles. Comfortable working equally well on the phone, face to face, or at a terminal. Additional, largely self-taught experience across web development, servers, cloud and networking. Tends to question established practice and push for a better approach, usually a simpler one than what's typically in place.

EXPERIENCE

Technical Support Analyst Nexigen Digital	FEB 2024 - JAN 2026
- Managed >20,000 customer interactions across cPanel/WHM, Linux hosting, email delivery, DNS configuration and more. - Diagnosed complex server-side issues using Bash, server logs, and WHM, executing first-reply resolutions or routing precise escalations. - Authored internal code snippets, canned responses, and knowledge-base articles to optimize team workflows and decrease handling times. - Contributed to the strategic planning and platform evaluation for a large-scale support center documentation migration.	
Shift Runner & Delivery Driver Domino's	JAN 2022 - DEC 2023
- Managed store service flow, alleviated operational bottlenecks, and trained new team members during peak, high-stress trading windows. - Maintained high reliability across 6,000+ deliveries, consistently picking up critical shifts and working beyond rostered hours. - Monitored performance metrics (NPS and Product Quality) to maintain service standards under pressure.	

SKILLS

Customer & Client Support	Correspondence & Office Tools
Phone, chat and email support, complaint resolution, high-volume help desks, experience with omni-channel support systems.	Written correspondence at 130 WPM, Microsoft 365, Google Workspace, IMAP/SMTP mail flow
Linux & Server Administration	Cloud & Virtualisation
Debian, RHEL, Bash scripting, cPanel/WHM, service, log and file management	Self-managed VPS, OVH, Vultr, DigitalOcean, virtualisation, self-hosted infrastructure
Networking & Hardware	DNS & Email Delivery
Ubiquiti (UniFi), MikroTik, OPNsense, TCP/IP routing, PC hardware builds and diagnostics	Records, propagation and delegation, SPF/DKIM/DMARC, mail-flow troubleshooting
Web Development & CMS	Documentation & Technical Writing
HTML/CSS, WordPress and other CMS, WP-CLI, small business sites end-to-end	Knowledge-base articles, process guides, internal docs for technical and non-technical readers

EDUCATION

Cert III in Information Technology TAFE Queensland	2023
School Hillcrest Christian College	2012 - 2022