Jackson Keithley

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WORK EXPERIENCE

Socket Fiber   **May 2024 – Present**

Residential Dispatcher | Jul. 2025 – Present   *Columbia, MO*

Socket Fiber is a leading telecommunications provider in Missouri, offering fiber-optic internet, DSL, and home phone services to residential and business customers, known for its high-speed broadband and community-focused operations.

- Coordinated over 100 daily trouble-call and fiber-installation jobs across Missouri, managing scheduling for approximately 30 technicians from 5+ companies to ensure seamless service delivery.
- Collaborated with the Director of Technical Operations to streamline and improve dispatch processes, boosting job completion rates from 40% to 86% by eliminating redundant steps and optimizing workflow.
- Monitored dispatch and escalation chats, facilitating efficient communication and swift resolution of issues to enhance operational efficiency.
- Advised Tier 2 and senior leadership on strategic resource allocation, optimizing workforce management to meet dynamic service demands.
- Triaged emails and swiftly resolved field escalations, reducing response times and enhancing customer satisfaction.
- Provided advanced technical support on high-profile jobs, ensuring the successful installation and troubleshooting of complex systems.

Residential Tech Support - Tier 2 | Sep. 2024 – Jul. 2025   *Columbia, MO*

- Led technical support operations for a team of 12 Tier 1 technicians, serving a customer base of 40,000, which resulted in an 86% Department NPS through high-quality support and customer satisfaction.
- Engineered Python-based automations to streamline 100+ daily job assignments, reducing bottlenecks and saving 30 hours per week by efficiently sorting and assigning jobs based on location and workload.
- Provided advanced troubleshooting for escalated Tier 1 and field service cases, notably resolving ONT provisioning issues using GIS and internal documents, significantly enhancing service reliability.
- Authored comprehensive technical documentation, reducing process-related queries from multiple daily to once every other week, thereby streamlining support processes and improving knowledge transfer.
- Served as an escalation point for multiple support roles, effectively resolving complex issues while maintaining service standards, and mentored Tier 1 technicians through advanced training sessions to boost team expertise.

Residential Tech Support | May 2024 – Aug. 2024   *Columbia, MO*

- Delivered support to fiber and DSL customers, resolving technical inquiries and maintaining seamless connectivity for hundreds of users daily.
- Diagnosed software and network issues, effectively reducing client downtime through prompt and accurate troubleshooting.
- Guided users through troubleshooting processes, improving resolution rates and enhancing user experience with clear, step-by-step assistance.
- Managed a high-volume support queue, handling over 100 calls per day, and efficiently navigating diverse configurations and issues.

Geek Squad   **Feb. 2022 – Mar. 2024**

AutoTech I | Jan. 2023 – Mar. 2024   *Columbia, MO*

Geek Squad is a leading tech support service provider, specializing in installation, maintenance, and repair of consumer electronics and appliances.

- Installed a variety of in-vehicle technology solutions, including radios, speakers, dash cams, remote starts, subwoofers, amplifiers, lighting, and backup cameras, achieving a 98% success rate in installations.
- Specialized in top brands such as Kenwood, Pioneer, JVC, Sony for audio systems, and Compustar and Viper for remote start installations.
- Adhered meticulously to ESD safety protocols and utilized advanced diagnostic tools to ensure optimal performance and safety of installed systems.
- Enhanced customer satisfaction by providing personalized consultations and solutions, leading to positive feedback and repeat business.
- Managed the install bay independently, completing jobs 20% faster than corporate time standards while maintaining a return rate of less than 5% for issues within six months.

Consultation Agent | Feb. 2022 – Jan. 2023   *Fairview Heights, IL*

- Assisted approximately 30 customers daily, managing both scheduled and walk-in appointments to ensure efficient service delivery.
- Resolved technical issues for customers, achieving a 92% satisfaction rate by providing effective solutions and exceptional customer service.
- Utilized proprietary ticketing platforms for troubleshooting and maintaining detailed records of customer interactions and device repairs.
- Managed the customer check-in process, created service tickets, and handled all paperwork related to device drop-offs and pickups.
- Provided personalized recommendations to customers on improving device performance, contributing to enhanced customer experience and service upsells.

PROJECTS

CalendarBuddy   **Jan. 2025 – Jul. 2025**

- CalendarBuddy is a self-contained Python automation suite that I designed, developed, and deployed end-to-end to eliminate over 35 hours of weekly manual work across three critical business processes — all accessible through a single, easy-to-use GUI launcher with automated updates via GitHub Actions.
- Python 3.11+ · Playwright · asyncio · Tkinter · PyInstaller · GitHub Actions CI/CD · Regex · Keyring · Email libraries
- Due to corporate security requirements, the source code is proprietary; however, high-level diagrams or redacted logic samples are available upon request.

SKILLS, TECHNOLOGIES & INTERESTS

- **Skills:** Technical Documentation; Troubleshooting; Agile Methodologies; CI/CD; Technical Support; Web Development; Cybersecurity; Process Automation; KPI Reporting; Dispatching
- **Technologies:** Python; C/C#/C++; ArcGIS; Git; SQL; AI; Microsoft Office; Mac/PC/Linux; GPON Fiber Optic Networks
- **Interests:** AI + Automation; Networking; Building Computers; Weightlifting; DIY Home Improvement

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EDUCATION

University of Missouri-Columbia   **2026**

Bachelor of Science, Information Technology   *Columbia, MO*

Southwestern Illinois College   **2022**

Associate of Science, Computer Science

- **GPA: 3.7/4.0**