

Keith O. McKeever, Jr.
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(717) 200-1131 (h) – (717) 557-9575 (m) – (419) 793-4988 (f)

Objective

To obtain a leadership position with a company that will challenge and push me towards further career growth.

Full Time Employment Experience

York Technical Institute

Telecommunications Manager
1407 Williams Road, York, PA 17402 – (717) 757-1100

February 2006 – December 2006

Responsible for the management of YTI's admissions contact center, this included the hiring, training, coaching, mentoring, monitoring, and development. Contact center staff was responsible for both inbound and outbound calls for a total approximate call volume of 100 per day. Staff was responsible for the setting up of admission appointments for potential students to tour the YTI campus. Helped design the integration software which merged the current Telescript contact center software with the existing CampusVUE relationship database software. Responsible for the purchase, acquisition and configuration that changed the entire network of campuses from an analog POTS to a digital VOIP system. Performed support duties on all RIM and Palm network attached devices as well as Inter-Tel VOIP telecommunication system.

Hardee's, RMC Franchise

Restaurant General Manager / POS Technician
22 North Sixth Street, Chambersburg, PA 17201 – (717) 267-0727

February 2005 – February 2006

Responsible for the training and development of a crew of approximately 25 employees / management to run a 24-hour, \$25k per week fast paced quick service restaurants in lower York County. Responsible for weekly scheduling, general accounting ledgers, accounts payable / receivable, bi-weekly vendor orders, maintaining of OSHA/Health Department (ServSafe Certified) standards, running cash flow reports, maintaining quality assurance standards, crew certifications, POS Service technician, Just In Time product roll outs, and various office related tasks. Specific focus in these restaurants had been paid on community involvement with the restaurant as well as community wide sales growth. Responsible for the maintenance and upgrades of POS thin clients at all 13 restaurants.

Brenner Nissan

Internet Sales & Leasing Consultant
6271 Carlisle Pike, Mechanicsburg, PA 17055 – (717) 697-8400

July 2004 – February 2005

Responsible for the sales of new and pre-owned vehicles for a 75 car a month dealership. Coordinated internet sales as well as floor sales. AutoMax Sales Representative certified. Nissan Full Line Product certified. Performed both internal intranet and external customer faced internet website maintenance and design.

Bookspan

Senior Business Database Analyst
1220 South Market Street, Mechanicsburg, PA 17055 – (717) 697-0311

April 2003 – July 2004

Responsible for creation and administration of the transaction processing department databases / spreadsheets both in Microsoft Excel and Microsoft Access. The Transaction Processing department was responsible for handling the entire customer base of Bookspan which was one of the largest direct mail order customer bases in the country.

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Electronic Data Systems

March 1995 – July 2002

Network Operations Center Manager, Technical Support / Web Support
4600 Westport Drive, Mechanicsburg, PA 17050 – (972) 604-6000

March 1995-January 1996 contract-to-hire through Abel Personnel. Managed the WorldCom UU.NET Internet Technical Support Account. Supervised the tiered technical support team (level 1, 2 and 3 support) with a maximum resolution turnaround of 24 hours, whose responsibilities included: various set up tasks for business internet, POP3 mail accounts, mail alias accounts, resetting passwords, IRC chat room moderation for business meetings, allocating web space, URL maintenance, general billing questions, and printing customers' billing invoices. Responsible for managing the team to handle customer call volumes of approximately 500 calls per day (200 technical / 300 billing) and approximately 150 e-mails per day. Team was also responsible for handling internal PC related help desk issues for the entire enterprise class call center including: documenting cases, responding to / troubleshooting simple technical support desktop issues, forwarding complex issues to the system engineers department for resolution and insuring that issues were resolved within 48 hours. Oversaw the creation of the training database, daily interaction with WorldCom, customizing the Vantive ticketing application, and coordinated the integration of the ServiceSoft software to streamline the project and developed the dial support web page. Monthly P&L sheets, payroll and margin of error reporting were also duties handled. Initiated the start up of entire UU.NET project including budgeting, financial proposals, hiring of entire staff (including management) and client interaction. Project consistently exceeded expectations leading it to be the most financially productive project in the central Pennsylvania region per seat for EDS. Initiated the client contact as well as bid proposals for both the Sun Microsystems and Boeing AirWeb account. Previous EDS positions available upon request

Previous Employment & Part Time Employment Experience

- *Working Solutions – EchoStar Dish Network Project, April 2007 – Present, Technical Support Representative – Part Time, Telecommute Position*
- *Penn State University - Center for Survey Research, November 2006 - Present, CSR Evening Supervisor – Part Time, Middletown, PA*
- *American Personnel Managers & Consultants Inc., June 2006 - September 2006, Unisys Data Center Tape Librarian - Part Time, Harrisburg, PA*
- *ACS, November 2002 - April 2003, Scanner Operator - Part Time, Middletown, PA*
- *Primerica Financial Services, April 2002 - April 2003, District Leader - Part Time, Camp Hill, PA*
- *Sheetz, September 1997 - February 1998, Cashier/Food Services - Part Time, Mechanicsburg, PA*
- *Hardee's, June 1993-March 1995, Restaurant Manager, Dillsburg, PA*

Education

- Northern York County High School, 1994, High School Diploma
- Electronic Data Systems, 1997, System Engineer Developers Program (SED)
- CompTIA A+ Certification, July 2006, Core OS / Core Hardware
- Harrisburg Area Community College, February 2007 – July 2007, General Electives
- Penn State Mont Alto, August 2007, Physical Therapy Assistant (Freshman)

Languages

- French, 5 years of education, competent write/speak
- Danish, 1 year abroad in Denmark, competent write/speak