

Tristan Ratliff

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PROFESSIONAL SUMMARY

Technical support and hardware troubleshooting professional with experience in server diagnostics, customer technical support, team leadership, training, and process improvement. Currently a Diagnostic Technician and Line Lead supporting testing operations for 24 industrial server racks. Strong at troubleshooting problems, documenting information, helping others resolve issues, and keeping technical work organized.

TECHNICAL SKILLS

Hardware Troubleshooting | Server Diagnostics | Linux | Windows | Networking Fundamentals | Fiber Optics | Excel | OneNote | MobaXterm | Technical Documentation | Equipment Tracking | Troubleshooting & Escalation | Team Leadership | Customer Support

PROFESSIONAL EXPERIENCE

JABIL — Diagnostic Technician / Line Lead (Current)

Florence, KY | 2026 - Present

- Diagnose and troubleshoot industrial server hardware during testing and production.
- Lead day-to-day operations for a 24-rack testing line, helping technicians troubleshoot issues and keeping testing capacity utilized.
- Coordinate tools, resources, and testing availability to reduce downtime.
- Track operational information using Excel, OneNote, and other software to provide clear updates to leadership.
- Communicate recurring technical issues and process improvement opportunities between technicians and leadership, through chat, and ticketing.
- Advanced into line-lead responsibilities approximately three months after joining the company.

AMAZON — Customer Service / Affiliate Advertising Support / Team Lead

Winchester, KY | 2018 - 2022

- Provided phone and chat support, troubleshooting customer and affiliate issues and explaining technical processes and policies.
- Promoted to Amazon Affiliate Advertising Support approximately 4 months after beginning.
- Promoted to Team Lead approximately five months later.
- Trained new employees and assisted team members with difficult customer and technical issues.
- Helped affiliates troubleshoot website and advertising-related issues.
- Handled escalated customers while maintaining accurate information and following established procedures.

FREELANCE — Animator / Team Lead

Self-Employed | Hesperia, CA | (2022 - 2025)

- Managed animation projects while coordinating work between multiple team members.
- Reviewed completed work for quality, consistency, and project requirements.
- Assigned work, tracked completion, and handled payments for team members.
- Communicated technical and project requirements to contributors and resolved production issues.

Central Baptist Health — ER Patient Access Coordinator

Lexington, KY | 2025 - 2026

- Processed and maintained patient information using hospital software called “Epic”
- Worked with patients and medical staff in a fast-paced emergency department.
- Maintained accuracy while handling confidential information and time-sensitive requests.
- Followed established procedures for registration, documentation, and information handling.

TRAINING & CERTIFICATIONS

Jabil: Debug 1 • Debug 2 • Debug 3 • Fiber Optic Cabling 101/102 • Fiber Optic Cabling Full Course • Hexadecimal • PIT Lift License

Amazon: Leadership Skills • Customer Service • De-escalation • Time Management

EDUCATION

High School Diploma - Fleming County Highschool | Flemingsburg, KY | 2016