

# STEVEN KNIGHT

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I am looking for a position that will challenge my skills and contribute to my growth in the field of Information Technology.

## EXPERIENCE

### ***Field Service Technician • Status Pros • November 2019 – present***

- Provide service and customer support during field visits or dispatches
- Manage all on-site installation, repair, maintenance, and test tasks
- Diagnose errors or technical problems and determine proper solutions
- Produce timely and detailed service reports, document processes
- Follow all company's filed procedures and protocols
- Cooperate with the technical team and share information across the organization
- Comprehend customer requirements and make appropriate recommendations/briefings
- Build positive relationships with customers
- Backing up and Imaging computer systems
- troubleshooting to diagnose and resolve computer problems
- installing and maintaining computer systems
- setting up computer workstations, including peripheral devices
- maintaining records of repairs, fixes, and maintenance
- dealing with technical questions from users

### ***Warehouse • Absolute Merchandise • June 2018 – October 2019***

- Perform sales floor work, such as greeting or assisting customers, or taking inventory.
- Manage the movement of goods into and out of production facilities.
- Record shipment data, such as weight, charges, space availability, damages, or discrepancies for reporting, and recordkeeping.
- Examine shipment contents and compare with records such as manifests, invoices, or orders to verify accuracy.
- Pack, seal, label, or affix postage to prepare materials for shipping, using hand tools.
- Determine shipping methods, routes, or rates for materials to be shipped.
- Occasional assistance with technical support.

### ***Machine Operator • Clean Cut Technologies • March 2016 – May 2018***

- Inspect workpieces for defects, and measure workpieces using rules, templates, or other measuring instruments.
- Observe machine operation to detect workpiece defects or machine malfunctions, adjusting machines as necessary.
- Read blueprints or job orders to determine product specifications and tooling instructions and to plan operational sequences.
- Perform minor machine maintenance, such as oiling or cleaning machines, and dies.
- Change worn machine accessories, such as cutting tools and brushes, using hand tools.

## **EDUCATION**

**PRESENT**

**COMPUTER SCIENCE, FULLERTON COLLEGE**

**JUNE 2010**

**HIGH SCHOOL DIPLOMA, ANAHEIM HIGH SCHOOL**

## **SKILLS**

- Microsoft office
- Tech support
- Field Service Technician
- Time management
- Critical Thinking
- Customer Service
- Troubleshooting
- Equipment repair
- Microsoft Windows
- Blueprint reading
- Communication
- Problem-Solving

## **ACTIVITIES**

I am currently studying for the A+ Certification. Information Technology has always been a great passion of mine. I have an extended personal experience with computers. I have learned how to build, and trouble shoot several computers in my free time.