

Steven Chan

IT Specialist

Contact

Address

3666 Pine Street
Martinez, CA 94553

Phone

925-348-3058

E-mail

ForChan@Yahoo.com

LinkedIn

https://www.linkedin.com/in/steven-
chan-414283124

Certifications

2021-05 – 2024-05

CompTIA Security+

ID: HE54CRKHRGREQFGB

2020-07 – 2024-05

CompTIA Network+

ID: 43F3S0MGXHE4QT35

2018-07 – 2024-05

CompTIA A+

ID: KV64YCNP3GQ41WWG

Education

2021-07 – **expected 2023-12**

Bachelor of Applied Science: Cyber Operations

University of Arizona – Tucson, AZ

- Dual Emphasis in Defense & Forensics, and Cyber Engineering
- Coursework in security scripting, network forensics and cyber ethics
- Designated by the NSA as a Center of Academic Excellence in Cyber Operations (CAE-CO)

2015-01 – 2018-05

Associate of Science: Computer Science

Associate of Science: Server & System Administration

Diablo Valley College – Pleasant Hill, CA

- Graduated with 3.5 GPA
- Computer Science coursework in C++ and Assembly programming
- Server & System Administration coursework in Windows Server, networking, and cybersecurity

Soft Skills

Attention to Detail

Critical Thinking

Work Independently

Customer Service

Planning and Coordination

Hard Skills

Python Scripting

Windows OS

Network
Troubleshooting

Hardware/Software
Installation

Objective

Competent IT Specialist well-versed in assisting end-users with diverse computer system, mobile devices, and peripheral equipment problems. Familiar with security practices and usability optimization. Effectively operates autonomously to troubleshoot and fix concerns.

Experience

2018-01 – 2020-06

IT Consultant • Contract

Vonberg Group LLC – Walnut Creek, CA

- Gathered and defined customer requirements to develop clear specifications for project plans.
- Configured hardware, devices, and software to set up workstations for employees.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Patched software and installed new versions to eliminate security problems and protect data.
- Updated department documentation such as user databases, infrastructure maps and knowledge bases to maintain consistent response levels.
- Discussed project progress with clients, collected feedback on different stages and directly addressed concerns.

Home Lab Projects

- Raspberry Pi Syslog Server Cluster – Working on Kubernetes, Docker, and Ansible setup of automated deployment for an on-premises containerized system logging server.
- Configuring a virtualized domain consisting of Windows operating systems and Linux distributions.
- Python Automation for routine tasks
- Applying continued education and research of secure networking practices within local subnets.