

# STEVE PETTITT

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## NETWORK / SYSTEMS ADMINISTRATOR

Proactive Leadership | Accountability | Quality | Continuous Improvement

*Keeping organizations at the leading edge of infrastructure development, system control, security, & efficiency.*

Offering a unique synergy of technical acumen, industry knowledge, IT strategy ideation/implantation, and relationship development talents that ensures SLAs, drives the bottom line and delivers unparalleled IT services. Mentors and leads high-performance teams to exceed corporate expectations and ensure a competitive edge. Track record of optimizing systems, networks, hardware/software, and personnel to reduce costs, better automate systems, and optimize technical resources. Troubleshoots, rapidly identifies, and resolves large-scale and complex challenges. Thrives in deadline-driven, high-traffic environments. Collaborates with all levels of the corporate structure, providing leadership with user-friendly, concise reporting that empowers mission-critical decision making for long-term growth.

*"Steve was always willing to offer assistance and had an excellent rapport with the managers and employees. I highly recommend Mr. Pettitt for any endeavor he chooses to pursue."* ~ Shauna Moran, USFS Assistant Center Manager

### PROFESSIONAL EXPERIENCE

Switch | Las Vegas, NV

2018-Present

#### NETWORK OPERATIONS CENTER SUPERVISOR • 2020-Present

Thrived within an extremely competitive environment, earning rapid promotion within 24 months. Consistently earning highest ratings on performance reviews. Earned a reputation for taking on the most complex issues, troubleshooting, innovating and implementing effective and efficient responses. Spearheaded a cross-functional team. Mentored and managed staff to ensure productivity, high morale, and continuous improvement.

- Multitasked to quickly process ticketed items while ensuring the highest levels of quality and professionalism.
- Served as escalation contact for SMC operations including on-call responsibilities. Led incident management events. Streamlined workflow and communication.
- Documented and reported all necessary data and created After Action Reports.
- Tracked event reports and maintenances for trend analysis and asset reporting.
- Authored and reviewed process documentation.

#### NETWORK OPERATIONS CENTER TECHNICIAN • 2018-2020

Hired to effectively and efficiently monitor critical network elements and leverage network systems monitoring (SolarWinds, Nagios, SYSLOG). Troubleshoot systems and network connectivity of core devices and fiber transmission devices.

- Used strong communication and teamwork skills to liaison between customers and carriers during circuit activation and network events.
- Configured routers and switches ensuring ports are up, comply with company standards and reachable via ping.
- Documented and tracked work via the enterprise ticketing system and escalated whenever necessary.
- Influential team member, working with peers and sharing network knowledge and resolving challenges together.

U.S. Forest Service | Las Vegas, NV

2013-2017

#### WEB & APPLICATIONS DEVELOPER

Recommend for hire by upper level management at this federal agency that administers the nation's national forests and parks due to my IT education background and web design skills.

- Created the website for the Las Vegas Interagency Communications Center.
- Developed multiple apps to reduce redundancy and increase productivity, such as the highly successful resource tracking form which tracked in real time air and ground fire resources, present status and geolocation.
- Earned multiple superior performance evaluations for a variety of accomplishments during tenure.

*Continued...*

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DTT, Inc. | Las Vegas, NV

2013

## POST INSTALL QUALITY CONTROL TECHNICIAN

Earned first *Employee of the Month Award* within 90 days of hire for outstanding work. Recognized a difficult technical challenge that others were hesitant to work on. Took over resolution of the queue with zero quality control data and resolved most issues despite no onsite technician and server access and port forwarding had not been configured. Daily configured surveillance servers remotely.

- Installed/configured surveillance software. Configured routers and firewalls to ensure remote access.
- Analyzed and remedied connectivity issues spanning multiple routers, firewalls, and access lists (cabling, port forwarding, firewall, access list blocking).
- Performed post-installation quality control checks. Performed packet captures (WireShark software) to pinpoint network issues.
- Multitasked to assist on-site technicians with installation of surveillance servers, camera, and microphones — collaborating with a diverse range of clientele to ensure their satisfaction.

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**Career Note:** Additional excellent career experience includes **ACTING MANAGER, A1 Self Storage** — earned *Facility of The Year Award*. Slashed delinquency 25% to below 10%. Boosted occupancy 70% to 90% **COUNTERINTELLIGENCE AGENT, U.S. Army** — earned multiple promotions and medals including the *Army Achievement, Good Conduct Medals*, and an *Honorable Discharge*. Oversaw intelligence collection, analysis, and dispersal. Led team by influence (as a non-commissioned officer). Recognized for a direct delivery style, analytical skills, and ability to field questions from leadership on the fly.

## EDUCATION

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### Bachelor's Degree, Information Technology (Cyber Security Specialization)

Western Governors University

- **Advanced Courses:** Network Security, Hardware, Windows/Linux OSs, Cisco Rooting & Switching, Layer 2 And layer 3 Technology & Services, Cisco Networking Security, Java/Python Programming, Mobile Devices

### Associate of Arts - AA, Digital Media - Web Design Specialization

Diablo Valley College

- **Relevant Courses:** Video & Audio Production, Editing, Web Design (HTML, CSS), Javascript & C++ Programming.

## CERTIFICATIONS

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CompTIA A+ - CompTIA

Expires Feb 2023

CompTIA Systems Support Specialist - CSSS - CompTIA

Expires Feb 2023

LPIC-1 - Linux Professional Institute

Expires Jan 2023

CompTIA Project+ - CompTIA

Expires Feb 2021

Cisco Certified Network Associate, Security (CCNA, Security)

Expires May 2021

Cisco Certified Network Associate, Routing & Switching (CCNA)

Expires May 2021

CNSS 4011 Recognition

CompTIA Linux+ - CompTIA

*Non Current:*

CompTIA Security+ - CompTIA

Cisco Certified Entry Networking Technician (CCENT)

CompTIA Linux Network Professional - CLNP - CompTIA

CompTIA Network+ - CompTIA

IT Strategy & Roadmap Development • Cross-Functional Team Leadership • IT Governance • IT Project Management  
Infrastructure Implementation • Network Engineering • Technology Solutions • Ticket Resolution • Enhancements • Upgrades  
Disaster Recovery • Data Protection • Systems Engineering • Data Center Operations • Cloud Computing & Storage  
Service Delivery • Change Management • Emerging Technologies • Business Intelligence • Process Improvement  
Escalation Resolution • Migrations • KPI Attainment • Best Practices • Automation • Deadline Driven • Quick Learner