

Steven R. Steiskal

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Demonstrated expertise in IT Support & technologies, hardware, software, integration, troubleshooting, system roll-outs/upgrades, Server administration, security, infrastructure design/implementation, cabling technologies, works well with clients who may need extra attention and patience, reliable, dependable, team player, hard worker

Active duty in the California State Guard as an IT Specialist

Highlights/Competencies

- IT Specialist/Business owner for 30 years. Specializing in businesses with <50 employees
- 34 years in the personal computer industry
- Regional technical/repair technician with Apple® Computer
- Regional Service Manager with The Computer Factory overseeing 24 retail locations in Manhattan, NY, Irvine, CA, Los Angeles, CA & Walnut Creek/San Francisco, CA.
- Certifications include the following: Intel® VAR, Netware™, Microsoft®, Hewlett Packard®, American Power Conversion®, Seagate®, Epson®, Dell® Certified Technician, Field Nation, WorkMarket™ & National Service Providers, Cisco® service provider, Avaya, Mitel, Unified Messaging, Sophos, BitDefender, Netgear® Certified Reseller & many others
- Network design & implementation, workstations, file servers, storage, archival, BDR implementation
- data/network security, domain administration, migration & multi-vendor cooperation, AutoTask, Kaseya, Connectwise
- All types of LAN/VOIP cabling installation & troubleshooting in SMB environments
- IT support in legal, manufacturing, retail, real estate, finance, legal, healthcare & construction industries
- Managed Services environments & experience in VMware, Hyper-V, Avaya & Mitel VOIP implementation

Employment History

ReShape LifeSciences Medical manufacturer of the LapBand in San Clemente, CA IT Specialist **Dec 2019-April 2020**

- Manage all aspects of the IT depart, Infrastructure, Desktop support, remote support, mobile support
- BDR, security, network administration, break-fix, reporting, FDA regulatory, HIPAA compliance, VOIP administration

OLAN/CBE IT a Managed and Onsite Service Company in Irvine, CA
Senior Systems Specialist

Mar 2015-July 2019

- Help Desk support and onsite support using Kaseya and Bomgar for 75 remote clients
- System roll-outs, network adds/moves/changes, break-fix, site surveys, network and system needs analysis
- Prepare quotations with sales staff for equipment and services tailored to each client's requirements
- Site preparation, infrastructure, rack builds and system implementation
- Work with Senior Engineers on simple to complex networks, routing, security, wifi protocols and heat-mapping

Expert Computer Services and Systems

1990 - 2020

IT Specialist/Owner/Value-added reseller

- Consult, survey, design & implement IT systems & infrastructure for new & existing businesses
- Maintain, expand & study new technology, implementation & maintain professional qualifications
- Expand competencies in media integration, telephony & unified messaging, cabling & WAN/LAN products & security, computer network administration, remote support, regulatory compliance
- Provide security analysis & recommendations for LAN/WAN in SMB environments
- IT Management/support for 21 premium restaurants in 5 states
- Background checked/cleared with a "Secret" clearance and HIPAA certified
- Contract work with Vons/Albertsons, Safeway, Warner Bros, Enterprise RAC and many others

Prior Employment History

1984-1990

The Computer Factory
Computerland
Entre Computer Center
Apple Computer
A-Vidd Electronics

Regional Service Manager (CA & New York, NY)
Service Manager/On-site IT Specialist (Newport Beach, CA)
Service Manager (Brea, CA & Orange, CA)
Service Technician (Irvine, CA)
IBM technician/Video editor/sales support (So. Calif.)