

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

Highlights/Competencies

- IT Specialist/Business owner for 25 years. Specializing in businesses with <50 employees
- 26 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, OnForce™, WorkMarket™ & National Service Providers, Cisco® service provider, Panasonic®, Avaya, Mitel, Unified Messaging, Sophos, Netgear® Certified Reseller & many others
- Network design & implementation, workstations, file servers, storage, archival, disaster-recovery planning, data/network security, domain administration, migration & multi-vendor cooperation, AutoTask, Kaseya
- 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

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

2015-present

- 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 - 2015

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.)