

Steven Stewart

Las Vegas, NV
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Authorized to work in the US for any employer

Work Experience

Senior Technical Analyst/ Nevada Technical Director

MM Enterprises, LLC - Las Vegas, NV
August 2018 to November 2020

Managed all information technology resources for 3 Las Vegas retail stores, Reno cultivation facility, and Las Vegas Corporate headquarters
Diagnosed, troubleshooted, and repaired computer software and hardware issues for all Corporate employees
Diagnosed, troubleshooted, and repaired specialized Sales, Customer Account Management, and Inventory software
Worked in Active Directory, creating and troubleshooting user accounts, organizational units, login scripts, distribution lists and shared mailboxes
Worked in Okta, creating and troubleshooting user accounts, organizational units, and employee specific login scripts
Managed multiple IT-related projects for store openings including cabling, switch and router setups, setup and configuration of iMacs, iPods, iPads, peripherals, and VoIP
Administered and configured all Mac desktops and laptops via JAMF server and console
Developed several deployment packages for end-user installation
Deployed, configured, managed, and supported all network-based POS AURES receipt printers utilized in all store locations
Managed, configured, and administered all iPods and iPads in Meraki MDM console
Supported on-site peripherals and AV equipment
Managed ServiceNow support ticket queue for all corporate, store, and cultivation locations across U.S. and Canada
Monitored and answered all corporate and retail support phone calls in RingCentral call queue
Provided 24-hour on-call support
Created new domain users in domain controller, applied user permissions applicable to job role, created role and location specific OU groups for employees.

Tier 2 Technical Support Analyst/ North America Helpdesk Support Supervisor

Tesla Motors, Inc - Las Vegas, NV
June 2014 to June 2018

Provided on-site and telephone computer support for all Solar City and Tesla employees
Diagnosed, troubleshooted, and repaired computer software and hardware issues
Diagnosed, troubleshooted, and repaired specialized Sales, Customer Account Management, and Automotive software

Worked in Active Directory to create and troubleshoot user accounts, organizational units, login scripts, distribution lists and shared mailboxes
Supported on-site peripherals and AV equipment
Provided 24-hour on-call support
Administered and created user groups and organizational units on Windows Domain Controllers for job permissions and functions.

Network & Systems Administrator/ IT County Manager

Chicago Title - Las Vegas, NV

May 2010 to April 2014

Installed new servers both physically and virtually
Deployed virtual servers using VMware
Served as Project Manager for company-wide Windows 2000 to Windows XP operating system migration project
Deployed and applied software upgrades to client computers and servers
Provided computer support for Fidelity Title and Chicago Title
Diagnosed, troubleshooted, and repaired computer and server software and hardware issues
Diagnosed, troubleshooted, and repaired specialized title and real estate programs and software
Deployed ghost images for client PC's using Symantec Ghost and Microsoft SCCM
Worked in Active Directory, creating and troubleshooting user accounts, organizational units, login scripts, and folder and fileshare permissions
Provided 24-hour on-call support
Installed, updated, and administered Windows servers pertaining to management direction, managed all data backups, user and group creation, and printer management on all file servers, printer server, and domain controller.

Network & Server Administrator/ Senior Systems Analyst/ IT Site Director

Quest Diagnostics - Las Vegas, NV

March 2008 to February 2010

Installed new servers; both physically and virtually
Deployment of virtual servers using VMware
Deployed and applied software updates/upgrades to client computers and servers

Served as Project Manager on a city-wide Terminal Server Upgrade initiative
Served as Project Manager for company-wide Windows 2000 to Windows XP Operating System

Migration Project
Served as Project Manager on a city-wide Workstation Refresh Project
Assisted in the development and revision of specialized scripts and programs for Anatomic Pathology Professionals

Resourced and priced new workstations and laptops for new pathology programs and systems

Provided computer support for 35+ Patient Service Centers and 24-hour Laboratories

Diagnosed, troubleshooted, and repaired computer and server software and hardware issues

Diagnosed, troubleshooted, and repaired specialized laboratory programs and instruments

Deployed ghost images for client PC's using Symantec Ghost

Worked in Active Directory creating and troubleshooting user accounts, organizational units, and login scripts

Managed computer and peripheral inventory and disposal project

Created disposal inventory worksheets and exported them to Excel for recording purposes

Provided 24-hour on-call support

Network & Systems Administrator

Stantec Consulting Incorporated - Las Vegas, NV

December 2002 to February 2008

Managed and supported Exchange server, file servers, Symantec Backup server, and domain controller

Installed and troubleshooted various computer programs such as Microsoft Office, AutoCAD, and ArcGIS

Provided computer support for 150+ users

Diagnosed, troubleshooted, and repaired computer-related issues

Installed and troubleshooted printers, plotters, and multi-function copiers

Supported reprographic related issues

Managed and maintained all Windows servers. Managed server tape backups, user creation and permissions, and created and maintained all reprographic equipment on local print server.

Network & Systems Administrator

United States Air Force - Sunrise Manor, NV

May 1999 to August 2001

Maintained base-wide computer network and Exchange server of over 500 users

Maintained and supported all Windows file servers and domain controllers

Ran network cables, setup patch panels, networking protocols and IP addresses

Provided technical support to all base employees

Education

Bachelor of Arts in Political Science & Criminal Justice

University of Nevada - Reno, NV

December 2000

Skills

- Active Directory
- Computer Networking
- DNS
- LAN
- Microsoft Windows Server
- Network Support

- VMWare
- VoIP
- Mac OS X
- Operating Systems
- Microsoft Exchange
- Network Firewalls
- Help Desk
- DHCP
- TCP/IP
- WAN
- PowerShell
- Disaster Recovery
- Citrix
- Azure