Steven Hobby

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Objective

· To obtain a position where I can use my technological talents to the benefit of others and the promotion of a common goal.

Education

COMPTIA NETWORK+ CERTIFICATE | MARCH 2018 - PRESENT

· N10-007

SYSTEMS ADMINISTRATION/NETWORKS - CERTIFICATE | MARCH 2017 – JANUARY 2018 | PIMA COMMUNITY COLLEGE

· Related coursework: Computer Fundamentals, Network Essentials, Intro to Unix Operating System

ASSOCIATE OF GENERAL STUDIES| AUGUST 24TH 2016 – JANUARY 2017 | PIMA COMMUNITY COLLEGE

· Major: General Studies AGS
· Related coursework: Computer Fundamentals

COMPUTER INFORMATION SYSTEMS| AUGUST 26TH 2013 – AUGUST 2016 | PMA COMMUNITY COLLEGE

· Major: Computer Programmer Specialist - Certificate
· Related coursework: Programming and Problem Solving I

GENERAL EDUCATION: HIGH SCHOOL DIPLOMA | MAY 20TH 2013 | FLOWING WELLS HIGH SCHOOL

· Major: Gold Diploma
· Related coursework: Advanced Graphic Design, two years
· Honors Geometry, one year
· Pre-calculus, one year

Skills and Abilities

· Customer Service
· Sales
· Leadership
· Communication
· Troubleshooting

Experience

SYSTEMS ENGINEER |ITSYNERGY | SEPTEMBER 2019 – PRESENT

· Extensive use of Office 365 user administration including user creations, user terminations, password resets, license administration, mail box compromise security analysis, eDiscovery cases, and SharePoint administration

- Extensive experience with VPN setup and troubleshooting for Windows and Mac enterprise environments
- Extensive experience with new workstation builds and workstation refreshes for existing users migrating to new systems
- Extensive experience as an on-call engineer resolving after hours server down and emergency issues
- Extensive experience with documentation creation and auditing
- Extensive experience with ConnectWise, ITglue, Kaseya, and Bria
- Active Directory experience including user creation, user termination, password reset, mapped drive permission assignment, and security group permission assignment
- Experience with Azure Active Directory and Azure Active Directory Connect troubleshooting and user management including PowerShell administration for both hybrid and non-hybrid enterprise environments
- Experience with remote/onsite technology deployments including workstations and printers
- Experience with remotely supporting clients during the COVID-19 pandemic
- Minor experience with Group Policy and Firewall configurations
- Minor experience with Shoretel administration

Network Technician |Xlcon, LLC | September 2018 – September 2019

- New desktop, printer, scanner, phone, switch, server, firewall, and WAP deployments
- Experience running overhead patch cable including crimping and terminating in enterprise environments
- Battery backup replacements and troubleshooting
- Experience with relevant network cabling methods and troubleshooting
- Simple user management for on prem and cloud based platforms including Microsoft Exchange, Office 365 and Active Directory
- Knowledge of deploying Microsoft Office Volume licensing
- Hardware installation including RAM, integrated fax card, and hard drives
- Extensive experience upgrading Windows 7 machines to Windows 10 including data migration and drive re-images
- Extensive use of Automate (Formerly Labtech) remote management software
- Extensive use of Connectwise Control ticketing system
- Troubleshooting with various end users including administrators, doctors, managers, and owners
- Creation of multiple internal knowledge base documentation
- Experience with contacting vendors involving RMA requests

Systems Administrator | Phoenix Synergy | May 2018 – September 2018

- Active Directory user administration
- Server management including Exchange
- Experience with ConnectWise Control (previously LabTech)
- Office 365 tenant management
- Email account setups including desktop and mobile device
- On Site technical support including MacOS support
- Printer, Scanner, and Mapped Drives management
- Knowledge of Hyper-V, Veeam Backup, XenCenter, Citrix and FortiClient VPN

Microsoft Office 365 Administrator | Mural consulting | July 2017 – May 2018

- End user setup with an emphasis on small business'
- Data migration with on premises and cloud environments
- Licensing assistance and access management
- Billing scenarios and transaction troubleshooting

- Extensive use of PowerShell and Active Directory
- Extensive experience with SharePoint and OneDrive
- Comfortable with multiple DNS issues and setups
- Some experience with relays and connectors
- Created multiple KB documents and developed multiple work flow processes
- Mentored multiple new hires for workflow shadowing
- Comfortable with ticketing systems, intranets, and VoIP systems such as Skype for Business and Skype Personal
- Experience with archiving, quarantine, eDiscovery cases, as well as Multi Factor Authentication and Single sign on scenarios.

IT Help Desk Technician | Pima Community College | December 2016 – December 2017

- Provide end-users with clear and concise customer service support
- Extensive experience with re-imaging laptops and desktops while working with SCCM and Active Directory
- Work experience as both a tier 1 and 2 technician supporting hardware, software, and process problems
- Helped setup and monitor various hardware and software such as BlueJeans and Logitech products
- Co-presented a demo for touch display link with an IT specialist to 2 IT managers, 2 IT directors, and the Assistant Vice Chancellor for Information Technology for the Pima Community College.
- Comfortable with multiple ticketing systems while maintaining work flow records such as BlackBoard and FootPrints
- Extensive experience working in Windows environments while having beginner support skills in Mac OS and Linux
- Basic level of system monitoring including Printer servers and Network servers
- Comfortable working with users of all areas including students, faculty and various staff positions
- Created Google sheets documenting various information from extensions and serial numbers to knowledge base articles
- Helped create dispo spreadsheets while also physically dismantling desktops and removing hard drives

Achievements

- Tied for most tickets closed at Itsynergy in the company for the month of March 2020
- Contributed to the official certification of Mural Consulting to become a Microsoft Gold Partner for Cloud Productivity and Small & Midmarket Solutions
- Placed 3rd within the company during a metric competition for survey response rates at 53% with Mural Consulting
- 100% First 14 day resolution metric with Mural Consulting for all cases since being hired
- 2nd degree black belt in Taekwondo over the course of 10 years of training
- Graduation recognition for JTED Graphic Design
- 2 years of advanced graphic design in high school