

# **Steven R. Steiskal**

31372 West Nine Drive  
Laguna Niguel, CA 92677  
(714) 322-9300  
Email: steve@steveworld.com

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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 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

**QLAN/CBE IT** a Managed and Onsite Service Company in Irvine, CA      **2015-present**  
Senior Systems Specialist

- 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/Albertons, Safeway, Warner Bros, Enterprise RAC and many others

**Prior Employment History**      **1984-1990**

<b>The Computer Factory</b>	<b>Regional Service Manager (CA &amp; New York, NY)</b>
<b>Computerland</b>	<b>Service Manager/On-site IT Specialist (Newport Beach, CA)</b>
<b>Entre Computer Center</b>	<b>Service Manager (Brea, CA &amp; Orange, CA)</b>
<b>Apple Computer</b>	<b>Service Technician (Irvine, CA)</b>
<b>A-Vidd Electronics</b>	<b>IBM technician/Video editor/sales support (So. Calif.)</b>