**STEPHAN LAIDLAW**

San Jose, Ca. 95123 (408)-891-2418

[stephan.laidlaw318@gmail.com](mailto:stephan.laidlaw318@gmail.com) <https://www.linkedin.com/in/stephanlaidlaw>

**Desktop Support / Network Administrator**

Combining years of hospitality experience with a “do whatever it takes” attitude to offer technical support or network administration | Wide range of technical skills and experience | Curiosity behind how things work and a passion for learning in an ever-evolving industry | Strong ability to collaborate with different personalities | Aptitude for quick troubleshooting, problem solving, and multi-tasking | Passionate about technology

**Technical Skills / Administrator**

Exchange / Office 365

PC and Mac Operating Systems

Okta

Atera

Zoom administration

Slack

Remote Backup Solutions

SharePoint

Virus Scan Solutions

Windows Server 2016

Azure

**Professional Technology Experience**

**The Anita Borg Institute, Belmont, CA** June 2019 – August 2020

**Helpdesk Support Technician**

Provided IT support, including laptop provisioning and support, Microsoft Office 365 management, and remote technology implementation and rollout

* Ensured efficient new hire onboarding and productivity, imaging computers, and managing the IT onboarding process (Windows and Mac users)
* Managed appropriate resource allocation, managing and tracking inventory – computer, server, switch, etc.
* Enabled workforce productivity, troubleshooting a wide range of technical issues for in-office and remote employees
  + Microsoft Office 365 Admin
  + Okta Single-Sign
  + Remote technology / Atera
* Facilitated administration of productivity tools and usage
  + Slack
  + Zoom (admin and room setup)
  + Cloud backup (Code42)
  + SharePoint

# Cassatt Corporation, San Jose, CA. Sept 2006 – April 2009

**Associate Marketing Representative/Information Technology Helpdesk Technician**

Developed and maintained lead generation criteria and data management

* Accumulated new lead dates by implementing NetSuite lead generation module
* Facilitated the Import of data in NetSuite
* Provided statistical reporting, cleaning, and analyzing data
* Ensured knowledge handoff and management, documenting IT processes and procedures

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**Hospitality Industry Experience**

# Ensured customer satisfaction, working in high-volume, innovated service locations, ensuring compliance to standards and enabling a great guest experience. Special talent for adapting to different personalities of guests and co-workers without losing attention

# AC Marriott, San Jose, CA – Bartender Sept 2016 – March 2020

# JW Marriott Austin Corner (White Lodging), Austin, TX. Jan 2015 – June 2016

# Sheraton Austin Hotel (Starwood), Austin, TX. June 2013 – Sept 2014

# Renaissance Austin Hotel (Marriott), Austin, TX. Nov 2010 – May 2013

**Education / Certifications**

Bachelor of Science– Business Marketing; San Jose State University, San Jose, California

Certifications:

* Microsoft Office 365 Modern Desktop Administrator
* MCSA Windows Server 2016
* Microsoft Azure Fundamentals (In progress)