

Steven Tikas

Jacksonville, FL | 904-892-0025

Stevenmtikas@gmail.com

<https://www.linkedin.com/in/steven-m-tikas/>

Workstation Technician

Highly experienced, hands-on, technical IT support professional with 15+ years of industry experience in fast-paced environments. Holds multiple IT certifications in data analytics, cloud services, and Agile. Proven ability to wear multiple hats within organizations; expertise driving business objectives through creative problem solving and identification, development, and leverage of strategic partnerships and business relationships with key stakeholders and customers. Exceptional communication and collaboration skills across numerous departments and functions.

Areas of Expertise

- Information Technology
- Cloud Computing
- Agile Project Management
- Network Security & IT Compliance
- Technical Troubleshooting
- Customer Service & Relationship Building
- Telecommunications
- Ticketing and Ticket Maintenance
- Hardware and Software Installation and Troubleshooting
- Inventory Management Knowledge
- Network Security

Professional Experience

IT Support Center, (Virtual)

August 2021 – October 2024 and March 2025-Current

Technical Support Analyst – Call Center Operations

Delivers exceptional technical support, advice, and assistance to internal and external stakeholders and customers; provides established, proven foundation of IT Support Center infrastructure. Identifies, investigates, and resolves user issues related to various computer and hardware systems/platforms including office products and OTS software. Promptly responds to support calls, chats, emails, and other communications ensuring the highest level of customer service and satisfaction. Accurately maintains access, rights, and responsibilities for various systems.

- Consistently recognized as top performer based on customer survey scores.
- Aided in training of new hires
- Senior Technical Advisor
- Responded to 15-35 inbound calls per day

Availity (Contracted from Insight Global)
Technical Support Analyst – Call Center Operations

October 2024-February 2025

Delivers exceptional technical and customer support to customers and excellent communication with leadership and other team members to provide the core services of Availity. Identifies, investigates, and resolves user issues related to various aspects of the insurance claim process. Promptly responds to support calls, chats, emails, and other communications ensuring the highest level of customer service and satisfaction. Provided accurate and secure access, rights, and responsibilities for various systems.

- Consistently recognized as top performer calls per day and average handle time.
- Handled 25-40 inbound calls per day.

Lee & Cates Glass, Inc., Jacksonville, FL
Customer Service Representative

2007 – 2017 & 2018 – 2019

Served as liaison and primary point of contact for customers, vendors, plant technicians, and management. Partnered with sales and service teams on the scheduling and quoting of glass installations. Delivered expert customer service, providing up-to-date and truthful information about various products and services. Entered work orders, purchase orders, and invoices into appropriate systems. Ensured timely and accurate delivery of final products in a fast-paced work environment.

- Assigned to key customers; responded to approximately 20-40 inbound and outbound inquiries on daily, basis.
- Main POC for customers responsible for over 50% of company sales
- >1% error rate on all orders processed
- Handled multiple multi-million dollars projects as well as many other smaller projects

Bank of America & Diversant, LLC (Contract Placement), Jacksonville, FL
Customer Support Technician

2017 – 2018

Provided advanced end-user support for internet bank employees. Performed analytical, technical, and administrative functions related to the planning, installation, and ongoing support of new and existing computer equipment and critical business software/systems. Expertly resolved technical problems of diverse scope including connectivity issues, installation of hardware/software, and oversight of system upgrades. Maintained strong desktop and customer support skills ensuring current knowledge of all company policies and procedures.

- Achieved "Top 3" Technician award multiple times.
- Highest ranked team member (1st) (based on overall statistics/KPIs) on team of 15 employees.
- 1st level support for all 20,000+ bank employees.

Education & Credentials

Bachelor of Science in Information Technology, *University of Phoenix*

Certificate in Advanced Business Analytics, *University of Phoenix*

United States Navy Nuclear Machinist Mate

Certifications:

- AZ-900 Microsoft Azure Fundamentals
- Advanced Business Analytics
- Foundations of Project Management
- Agile and Scrum Development
- Studying for CompTIA Security+

Technical Proficiency

- Windows (all version)
- Linux
- Python
- Active Directory
- Azure Cloud Services
- Shell Scripting
- Terraform
- Multiple Ticket Tracking and Customer Relationship Management Systems
- Organizational Skills
- Rest API
- Database Management
- Single Sign On (SSO)
- Multifactor Authentication (MFA)
- Artificial Intelligence (AI)
- General computer knowledge (Networking, terminology)
- Ability to explain complex topics in simple, non-computer, terms

