

# STEVEN ECHEVERRIA NAVA

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## PERSONAL SUMMARY

Motivated Computer Science student at Salt Lake Community College with a strong foundation in programming and networking principles. Knowledgeable in Python, HTML, CSS, and JavaScript, with a passion for expanding skills and breaking into software development. Quick learner who adapts well to technical environments and enjoys solving complex problems. Gaining hands-on experience in the IT industry while actively improving coding abilities. Strong communicator with a collaborative mindset, excelling in teamwork and leadership roles. Seeking opportunities to apply and grow technical expertise in real-world projects.

## SKILLS

- Troubleshooting
- Customer Service
- Skilled in Multitasking
- Proficient Task Coordination
- Dependable
- Critical Thinker
- Application Support
- Efficient Task Prioritization
- Effective Communication
- Proficient Team Collaboration
- Bilingual
- Technical support
- Basic Python
- HTML
- CSS
- JavaScript
- Data management
- IT Financial Management
- Hardware Knowledge
- Linux
- Proficient in Windows 10/11
- MacOS Familiarity

## EXPERIENCE

### MORGAN STANLEY

South Jordan, Utah

#### Help Desk Analyst

03/2025 to Current

- **Provide technical support:** Offer first-line troubleshooting assistance to internal users, resolving hardware, software, and network-related issues in a timely manner.
- **Incident Management:** Track, prioritize, and manage help desk tickets using IT service management tools, ensuring issues are resolved within service level agreements.
- **Technical Support for Trading Platforms:** Troubleshoot issues with trading platforms, financial applications, and other proprietary tools utilized by the firm's trading and investment teams.
- **System Administration:** Support routine system and user account management, including password resets, access control, and system configurations for Windows, macOS, and mobile devices.
- **Knowledge Base Maintenance:** Assist in the creation and updating of internal knowledge base articles to streamline common troubleshooting procedures, and improve operational efficiency.
- **End-User Training:** Provide training and guidance to employees on new software tools, troubleshooting techniques, and best practices for system usage.
- **Collaboration:** Work closely with other IT teams to escalate and resolve complex issues that require specialized attention.
- **Monitoring and Alerts:** Monitor system performance and respond to alerts related to network, hardware, and software issues, minimizing downtime.
- **Customer Service Excellence:** Deliver excellent customer service through clear communication, maintaining professionalism in high-pressure situations, and ensuring that users' technical problems are resolved quickly and effectively.

### SALT LAKE COMMUNITY COLLEGE

Taylorsville, UT

#### Lab Aide / Spanish Tutor

08/2024 to 03/2025

- Provided training to new employees on proper use of lab equipment.
- Supervised the supplies in inventory and notified the professionals when items were running low.
- Provided support in resolving scheduling conflicts between employees.

- Set and confirmed students appointments.
- Established testing procedure for students in lab.
- Aided students in computer laboratories and other out-of-classroom academic environments.
- Encouraged student participation by providing positive reinforcement during lessons.
- Conducted tutoring for students in educational environments to help improve grades and achieve Spanish language fluency.

## FAMILY BUSINESS

Salt Lake City, UT

### Computer Management

01/2022 to 08/2024

- Maintained detailed documentation for system builds, configurations and support procedures
- Configured firewalls, routers, switches, and other networking equipment for secure operation
- Troubleshoot and resolved network connectivity issues for individual users and departments
- Installed and configured hardware and software components to ensure optimal performance
- Maintained clean working environment by organizing cables, labeling devices, and keeping workstations tidy
- Managed backups of critical data to prevent loss due to hardware failures or other issues

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## EDUCATION

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### HIGH SCHOOL DIPLOMA

06/2024

Murray High School, Murray, UT

### SOME COLLEGE (NO DEGREE): COMPUTER AND INFORMATION SCIENCES

Salt Lake Community College, 4600 S Redwood Rd, Salt Lake City, UT 84123

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## LANGUAGES

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English:

Spanish:

Native/ Bilingual

Native/ Bilingual

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## SOCIALS

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- GitHub- <https://github.com/Su1kii>
- Linkedin- <https://www.linkedin.com/in/steven-echeverria-nava-bb4222348/>
- Personal Website- <http://www.steven-e.ct.ws/?i=1>