

Stephen C. Krohn

IT Management

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Algonquin, Illinois

Outstanding team leader, IT specialist, and Marine Corps Veteran with more than seven years of IT experience in both government and private sectors. Inspiring and motivating mentor, performance manager, and instructor with the time-tested skill to guide users and teams through complex issue resolution and the establishment and maintenance of mission-critical technologies. Fast-adapting and perpetual learner of cutting-edge technologies to align IT infrastructure with operational needs. Skilled at making an office productive and fun at the same time as a motivational manager and team leader with a passion for continuous learning and professional development.

Education & Training

I.T. Coursework (2.5 Years)

McHenry Community College
Crystal Lake, Illinois
2018, and 2023-2025

Diploma

Marine Corps Communications
School
2014

Certifications

CompTIA CSA + CE

Cyber Security Analyst Plus
2018

CompTIA Security+ CE

Certified
2017a

CompTIA Network + CE

Certified
2016

Areas of Expertise

- IT Leadership
- Strategic Planning
- Team Leadership
- Performance Management
- Coaching / Mentorship
- Cross-Functional Collaboration
- Issue Resolution
- Problem Solving
- Professional Development
- IT Network Deployment
- IT Infrastructure
- Technical Troubleshooting

Technical Proficiencies

- Platform:** Windows Server 2008, 2008 R2, 2012, 2012 R12, 2016, and 2019. Windows 7/8/10, Microsoft Office Suite, Mitel Phone Solution, COEO Phone Solution.
- Tools:** Antigena Dark Trace, Hyper V Manager, Server Management Tools, Remote Desktop Gateway Services, Hornet Security Altaro Backup, N-central RMM/Patch Management/central EDR.
- Hardware:** HP Servers, Meraki, Ubiquiti, Server Hardware, Tripp Lite SNMPWEBCARD UPS Remote Monitoring and Control, Micro Tik UPS Monitoring, Synology, Windows Computers.

Career Experience

Impact Networking Lake Forest, Illinois **11/2021 – 2/2023**
Network Engineer, Systems Administrator, and Team Lead

Oversee the design, establishment, and deployment of IT networks, infrastructure, and transformations. Lead strategic IT systems administration, including administration of large networks as a hands-on technical troubleshooter. Maintain computer networks, hardware, software, and related systems leveraging VMware, Meraki, Ubiquiti, Mimecast, Synology Backup, SolarWinds N-Central, and EDR (Endpoint and Protection). Ensure safety of data and technology through system backups and risk mitigation with Server Clustering through VMware, Datto Systems, Azure Blob, Synology, and Office 365 Datto. Created thorough documentation for APC Schneider UPS, Tripp Lite UPS, Smart Remote Outlet Controlled PDU's (Power Distribution Units), and HVAC Systems through ITGLUE. Lead Training Events Regularly for Team Members to help further team skill sets. Worked with security Team Weekly to Vent any Security Risks and potential Company Changes relevant to security.

Greco and Sons, Bartlett, Illinois **1/2019 – 11/2021**
Network Engineer, Systems Administrator, and Team Lead

Oversee the design, establishment, and deployment of IT networks, infrastructure, and transformations. Lead strategic IT systems administration, including administration of large networks as a hands-on technical troubleshooter. Maintain computer networks, hardware, software, and related systems leveraging Meraki, Ubiquiti, DarkTrace, Altaro Backup, Synology

Backup, Solar Winds N-Central, and EDR (Endpoint and Protection). Ensure safety of data and technology through system backups and risk mitigation. Drive Helpdesk operations and lead staff training and professional development.

- Established a reputation as a key problem solver and friendly, go-to instructor for complex IT issues.
- Established and trained users on patching techniques and tools, AntiVirus (EDR), Dartrace (Antigena), N-Central, MS Office Suite, and more.

General Dynamics Information Technology, San Diego, CA 7/2017 – 6/2018
Cyber Security Analyst (Local Registration Authority)

Drove the plan and design of security and data efficacy policies to ensure accessibility and reliability of enterprise systems. Continually assessed and mitigated gaps in data security policies and procedures, advised management of critical issues and threats to customer systems, and developed PKIs. Leveraged expertise in IA controls and DoD standards for SIPRNet/NIPRNet network administration.

- Created the PKI Policy to improve operations and efficiency.
- Supervised and supported Network Operations Center (NOC) while maintaining systems for the Military Sealift Command (MSC).

General Dynamics Information Technology, San Diego, CA
IT Help Desk Specialist (Tier 2)

5/2017 – 6/2017

Directed and maintained the Global Communications system, including both classified and unclassified intranet web services, email, telephone, and communications services between military ships and mobile global units. Ensured proper operations of devices and networks as a Tier 2 Technical Support for users at sea, including extensive technical troubleshooting in response to outages and mission-critical issues as a remote administrator. Drove infrastructure support and problem solving, repair, and maintenance. Supported phone, email, and remote administration of web browsing and network issues (POP-3 configuration, LDAP, Classified LAN, password and connectivity issues).

- Successfully maintained more than 16 SIPRNet and NIPRNet Exchange Bridge Head Servers and accounts for more than 3k users at sea.
- Spearheaded personalized IT infrastructure support from a centralized facility as a leader in remote support via Remedy and automated tools.

United States Marine Corps, Okinawa, Japan
IT Service Desk/Helpdesk Supervisor

1/2013 – 3/2017

Gained in-depth experience in remote and on-site technical troubleshooting, maintenance, and repair of both classified and unclassified networks, including hardware and software issues. Configured, replaced, and repaired laptops and desktops, printers, and phones. Delivered network configuration and support across multiple devices and networks. Established video conferencing capabilities and resolved related issues. Drove the Helpdesk as a key performance manager and operations leader, including supervision of an eight-member team.

- Quickly learned and adapted to evolving needs of network devices as a highly promoted team member advancing to increased levels of responsibility.
- Demonstrated the Marine Corps 14 Leadership Principles and the 11 Principles of Leadership as a consummate leader and team player.