

Steven Chang

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EDUCATION

Stony Brook University

Stony Brook, NY

Bachelor of Science in Technological Systems Management

August 2021 – Expected May 2025

- Relevant Coursework: System Administration, Computer Networking, Fundamentals of Computer Security, Interaction Design, Project Management, Technology Assessment, Engineering Ethics

WORK EXPERIENCE

Client Support Technician

January 2023 – Present

Division of Information Technology @ Stony Brook University

Stony Brook, NY

- Provided hands-on IT support for a 30,000+ customer base, resolving hardware, software, and account issues via TeamDynamix ITSM
- Deployed and imaged 500+ student loaner laptops using WinPE, Jamf, and Symantec Ghost
- Led onboarding and training for 20+ new interns per semester, developing 10+ knowledge articles to streamline IT support processes

Digital Technology Intern

June 2024 – August 2024

Arup

New York City, NY

- Administered 300+ enterprise devices through Microsoft Intune, enforcing conditional access policies and managing user identities with Microsoft Entra ID
- Resolved 150+ high-priority IT support tickets via ServiceNow, maintaining a 24-hour SLA for hardware, software, and network issues
- Automated Windows 11 deployment for 200+ devices using Microsoft Autopilot and 1E Nomad, reducing setup time from 2 hours to 45 minutes
- Improved VPN stability and reduced connection failures by 25% across 50+ remote workstation servers

IT Specialist

July 2022 – January 2023

Liberty Home Guard

Brooklyn, NY

- Automated onboarding for 50+ new hires monthly using UIPath, reducing process time from 1 hour to 20 minutes
- Integrated chatbot services using AWS (Lex, Connect, Lambda), handling 100+ daily inquiries and cutting phone queue tickets by 20 per day
- Conducted QA testing for website updates through Jira, logging an average of 15 issues per sprint

LEADERSHIP EXPERIENCE

Historian

January 2022 – Present

ChinaBlue

Stony Brook, NY

- Managed a digital archive of 7,000+ photos, ensuring data redundancy via Google Drive and local backups
- Captured and edited 3,500+ images/videos annually, boosting social media follower count by 40%

SKILLS

Operating Systems & Endpoint Management: Windows 10/11, macOS, Microsoft Intune, Jamf, Autopilot

IT Service Management & Support: ServiceNow, TeamDynamix ITSM, Active Directory, Group Policy, VPN, DNS Management

Cloud & Automation: Microsoft Azure, AWS, UIPath

Certifications: Microsoft Azure Fundamentals (AZ-900)