CULLEN STEBER

As an IT professional with two years of experience as a user services technician in a specialized IT department within the UAB system, I've honed my technical and interpersonal skills, excelling in customer support, advanced technical troubleshooting, and effective communication. I'm eager to embrace a new role with expanded responsibilities to further apply my expertise and cultivate new skills.

CONTACT

Birmingham, AL

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github.com/cullen-s

SKILLS

- PowerShell scripting
- RSAT Tools
- Group Policy Management
- VMWare ESXi 7
- Hyper-V Manager
- Virtual Box
- HTML/CSS/JavaScript
- Bootstrap 5
- Firebase
- OpenAI API
- Python (Flask)
- Ubiqiti UnifiOS
- AutoDesk Admin
- Tenable.io
- Apple School Manager
- MobileDeviceManager
- ServiceNow ITSM
- Network testers, crimpers, wire cutters, building cat6 cabling
- CLI Tools: diskpart, chkdsk, sfc, ipconfig, nslookup

EXPERIENCE

INFORMATION SYSTEMS SPECIALIST I   2021-PRESENT

University of Alabama at Birmingham Facilities Division

- Develop PowerShell scripts to automate configuration of user workstations, kiosks, and digital signage machines which has led to significant time savings, greater uniformity, and security benefits. Scripts to assist with Active Directory cleanup, searching and modifying fields within user accounts and computer objects. Scripts to automate the extraction of data out of large quantities of individual files stored on file servers to generate reports.
- Investigate reported vulnerabilities in Tenable.io, locate and remediate endpoint systems using PowerShell scripts, asset management software, RSAT tools, Crane, and other sysadmin tools.
- Administrator for several software platforms including Autodesk, MobileDeviceManager, WebTMA and FSI CMMS for 700+ users.

EDUCATION

MS MANAGEMENT INFORMATION SYSTEMS (CYBERSECURITY)   2022 – 2024

University of Alabama at Birmingham | GPA: 4.0

BS COMPUTER SCIENCE   2018 – 2020

University of Alabama at Birmingham | GPA 3.47

ACTIVITIES

AIATL 2023: FIRST PLACE

Developed front-end for SupportFlow, an extensible LLM-powered customer support chatbot with a no-friction AI-to-Human handoff.

HACKATL 2023: FINAL ROUND

Developed UX/UI for StudyBite, a JavaScript-based mobile web application that helps students learn through short-format, easily-digestible videos with automatically generated quizzes.