Steve Fisher

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OBJECTIVE

Seeking an IT position in which my technical training, problem solving and communication skills will be utilized to increase overall company efficiency.

SUMMARY OF QUALIFICATIONS

- Extensive knowledge of computer hardware and software, building and maintaining computer systems.
- Certified A+.
- 32 + years experience in challenging customer service environments.
- Highly adept in problem solving.
- 4 years of IT Help desk experience/IT Support with Peak Pro Staffing for AMC Theatres.
- 4 years continued experience IT Help Desk as AMC Business Analyst Level 1
- Website development and database integration including use of (REACT, Express, JavaScript, MySQL, HTML, CSS, Java, NodeJS, PHP, MongoDB, Linux, Various full web stacks)
- Recognized by previous employers for outstanding communication skills and quality work.

TECHNICAL SKILLS

- REACT, JavaScript, NodeJS, MongoDB, AWS, Sass, MySQL, HTML, CSS, PHP.
- Full-Stack web development / deployment with MERN
- Web development, Website deployment (Heroku, AWS)
- Windows & Office
- Active Directory, Software update, System security patching, automated backup.
- Linux – Arch, Ubuntu, Susie.
- Hardware/Software Troubleshooting, Network Troubleshooting.

TECHNICAL TRAINING

Hong-Kong University, Online   Dates Attended: 4/1/2021 to 8/1/2021
- Full-Stack MERN web development with React certification.

J.C.C.C, Johnson County, KS   Dates Attended 6/1/2013 to 3/1/2015
- PHP/MySQL
- HTML
- JavaScript

Centriq Foss Training, Leawood, KS   Dates Attended 1/29/2007 to 6/10/2007
Network Administrator Program

Technical Competencies:
- Installing and supporting Windows XP/Windows Server 2003 in a virtual environment.
- Basic configuration of the Desktop and IE.
- Configuring, managing, and maintaining hardware.
- MySQL setup and configuration.
- Creating users and groups in a domain and on local machines.
- Managing a network with local and group policies.
- Planning and designing a network environment.
- Installing, configuring, and managing WSUS.
- Basic understanding of security, printer management, monitoring server performance, and troubleshooting disaster recovery.
- Experienced use of MS Excel
- Linux systems
- Web Development
- Java programming

Professional IT Project Experience
- Business Analyst Level 1 for AMC Theatres (4 years)
- Designed, planned, and implemented a Windows 2003 Enterprise domain structure for a corporation.
- Designed, built and implemented a network infrastructure that allowed two separate business entities to communicate.

Soft Skills Training
- General Business, Leadership, Project Management, and Project+.

Certifications
- Full-Stack Web Development Certification.
- A+ Certification.
- Network Certifications.
- Java Certification.

PROFESSIONAL EXPERIENCE

Freelance Web Development   Overland Park, KS
                                                                Current

- Using multiple different systems to learn and develop in
- Create Front end and Back end systems to work in
- Develop websites
- Develop web apps
- Develop web based games

Peak Pro Staffing   Overland Park, KS
Contractor   3/1/2020 – Current
- Video Moderator/CSR for Court Call Direct,

- Video and audio platform for United States courts.

JT's American Pride (Food Truck)   Overland Park, KS
Owner/Operator   8/1/2015 – 1/1/2020
- Running the daily operations of the business
- Overseeing inventory
- Scheduling bookings and daily events
- Head cook on the truck

Taste of Home KC (Food Truck)   Overland Park, KS
Owner/Operator   8/1/2014 – 8/10/2015
- Running the daily operations of the business
- Overseeing inventory
- Scheduling bookings and daily events
- Head cook on the truck

Peak Pro Staffing   Overland Park, KS
Contractor   10/1/2013 – 8/10/2014
- Data entry and Dr. Enrollment for insurance company

AMC Theatres Inc.   Kansas City. MO
Business Analyst 1   8/10/2009 –
05/12/2013
- Level 1 IT Help desk support.
- Resolving in depth issues by applying the appropriate problem solving skills.
- Complex Troubleshooting with Theatre computers and network systems.
- Large scale virus removal and protection.
- Roll out and Support of large scale company software upgrades and conversions.

Peak Pro Staffing   Overland Park, KS
Contractor   10/1/2007 – 8/10/2009
- IT Help desk support contract with AMC Theatres Inc.

TLC Custom Remodeling   Overland Park, KS
Owner   6/2004 – 1/2007
- Bid jobs for customers, relayed detailed planning information, supplied a detailed materials listing, and scheduled for job completion date.
- Listening to the customer and being able to determine what they wanted and help in guiding them in the right direction.
- Worked with others in communicating the job and the restrictions we had to work within.
- Worked through unseen problems that arise in the remodeling business with the least amount of repercussions to the client.
- Maintained a strong follow up inspection to ensure complete satisfaction.

Custom Remodeling and Painting   Olathe, KS
Supervisor/Laborer   4/2000 – 6/2004
- Assisted in planning and preparing for jobs

- Consulted with clients on a regular basis to keep them informed of progress and to ascertain their thoughts on the project.
- Implemented good team working skills to achieve completion in the quickest possible manner.
- Developed a strong follow up inspection to ensure complete satisfaction.

ACTIVITIES / HOBBIES

- Administer and maintain a home network.
- Build/Repair computers
- Construct Web Sites
- Remodeling
- Cooking