STEVEN SLOCUM

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Skills

- Remote tools such as: Kaseya, Bomgar, RDC, and LMI
- Knowledgeable in Splunk, AppDynamics, Postman, and Kibana
- Well-versed in Microsoft Office 2010, 2013, and Office 365 administration.
- Experienced in C#, Python, cURL, and Node.js
- Strong Communication skills and Customer Service in person/via phone
- Understanding of ITIL/ITSM model and implementation of it.
- Adept in Service-Now, JIRA Service Desk and Microsoft Dynamics.
- Process implementation and technical knowledge creation.

Work History

Lead Business Systems Consultant III   05/2018 to Current

Wells Fargo – Minneapolis, MN

- Communicate and troubleshoot end user's coding issues via phone and electronic communication averaging 25-30 issues daily.
- Implemented and maintained ITIL/ITSM model within Microsoft Dynamics, Service-Now, and JIRA Service Desk.
- Created ticketing standards and knowledge documentation standards.
- Monitor API health with Kibana, AppDynamics, and Splunk to proactively investigate issues.
- Troubleshooting server and client side errors utilizing Splunk logs, cURL, Postman, and Command Line.
- Oversee weekend support and lead High Severity issues to resolution.

Lead Service Desk Analyst   01/2016 to 01/2018

Virteva – Minneapolis, MN

- Provide remote troubleshooting via phone to resolve issues with over 60% FCR.
- Established knowledgebase content and training material for multiple clients to provide accurate troubleshooting steps and improve analyst work flow.
- Created requests, accounts, and receive permission to provision all newly hired Service Desk Analyst's credentials.
- Responsible for the training of over 50 IT Analysts.
- Monitor and Manage client servers via Kaseya and Logic Monitor.
- Provide tier 1 support for over 30 companies.

- Led a team of 4-5 analysts providing coaching to increase adherence to SLA's.
- Implementation technician for multiple clients of ITIL standards and processes.

Education

High School Diploma   2011

West Fargo High School St E - Fargo

Continued coursework in ITIL/ITSM, Agile, and MCSD