Nicholas Steenstra

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Statement:

I maintain my own work ethic and responsibilities. Successfully completing a project drives me on, and learning new tools or methods inspires me. I strive for progress and change. I see patterns, and I fix things before they are problems. I see the relationships between my own success and another's, so when I work with a team, I seek to drive them all to victory.

Profile & Skills Summary

- Leading teams of Engineers and Technicians during projects
- Managing Helpdesk Tickets and resonding to Customer Requests
- Remote or Onsite Project management and Team Coordination
- Proficient in Microsoft products with some use of Visual Basic
- Networking with Dell, Cisco, Meraki, Ruckus, Aruba, and HP hardware
- PC hardware, including component-level repair, laptop repair, and resoldering
- Low Voltage Electrical (punch down 66-block, patch panel, crimping, wiring)
- Data Center preparation and cable dressing
- Fiber Optic Cables (installation and troubleshooting)
- Point-to-point WiFi network infrastructures
- Wireless Site surveys and solutions consulting
- Outstanding communication skills at all business levels and the ability to negotiate to the best interest of both parties
- Highly motivated for success, able to work alone or on a team

Work Experience

2010-2016   **Wandering WiFi (Airwatch, VMWare) - $52,000/yr**
Atlanta, GA   *Technical Support: Hotels Specialist + Groceries Specialist + Automotive Specialist + Healthcare Specialist 2010-2012*

Operations Analyst 2014-2016

- Oversee progress of ongoing projects
- Provide Remote assistance to onsite Technicians and Engineers
- Track quality and timeliness of project completion
- Provide training to Technicians and Engineers
- Coordinate travel and shipping to ensure projects are being completed efficiently

- Cooordinate communique between departments within the company to ensure all parties are prepared for the next phase of a project
- Research recurring problems in process or with hardware and address the departments to increase future efficiency
- Oversee Bulk shipping operations for large customers
- Read Airmagnet data and revise installation plan, moving hardware to bring a failed solution to passing
- Quickly train Contractors for projects
- Create Training documentation, write Scopes of Work, and create Presentations for Customers
- Providing end-user and customer technical support for wireless hotspots
- Troubleshooting network and hardware remotely or by communicating with onsite third party
- Executing remote repairs via GUI or CLI for Cisco, Dell, and HP networking hardware
- Maintaining accurate documentation of deployed hotspots and trouble tickets
- Assisting and reviewing on-site installation technicians when hotspot installations are completed

Senior Wireless Engineer 2012-2014

- Installing copper and fiber optic cable
- Terminating copper cable to RJ45, patch panel, and 66 blocks
- Installing conduit, raceway, NEMA boxes
- Maintaining records and documentation of projects, network topology, equipment locations, and installation procedures
- Configuring Cisco, HP, and Dell network equipment onsite or prior to installation as needed
- Testing hardware, network functionality, and cable runs to ensure quality
- Train customers on use and maintenance of their product

2007-2009 **U.S. Micro Corporation - $28,000/yr**
Smyrna, GA *Technician*

- Secure data destruction for sensitive financial informaiton
- Inspected and repaired refurbished inventory at hardware and component levels
- Maintained accurate inventory of computers and media storage

2006-2007 **The Computer Commando - $Commission**

Dallas, GA   *Computer Technician*

- Investigated and repaired software and PC hardware problems
- Secured PCs against future problems with preventative measures
- Retrieved lost data and created data backups for customers
- Disassembled laptops for component level repairs

Other Experience

2012-Present   **Contracted Art Services**
Painting, murals, drawings, logos
- Established professional, trusting relationships with clients
- Communicated and understood client needs
- Clearly conveyed the project, its process, and its progress to ensure customer satisfaction

2015-2016   **Art Department for Film Sets**
Build props, build sets,
- Spend 12 to 18 hour days building props and sets
- Travel to film set or warehouse, securing delicate props
- Communicate with Director and DP to make their vision a reality

Education & Certifications

2013   **Dell Sonicwall Technical and Sales Certifications**
- "Dell's Technical Certification Programs give you confidence and improve your performance, and will immediately identify you as an expert in your field. Demonstrating your capabilities through certification will give you a key advantage whether you are a Dell Partner, a Network Administrator, or a Security Specialist."
-https://www.sonicwall.com/securityportal/Certification.html

2007   **Comptia A+ Certification**
- "The CompTIA A+ certification is the starting point for a career in IT. The exams cover maintenance of PCs, mobile devices, laptops, operating systems and printers."
-http://certification.comptia.org/getCertified/certifications/a.aspx