

Nicholas Stevens

• 1063 W Thorndale Ave • Apt G • Chicago, IL 60660 • [\(224\) 223-2299](tel:224-223-2299) • NStevens@nanicklocal.hopto.org

As an IT professional, I am confident that I have what it takes to not only prevent time lost to technical obstacles, but to also reinforce the growth and development of your business by leveraging my depth of knowledge, the length of my experience, and close attention to detail to fulfill business needs, deploy operative solutions, manage risks, and to move production forward.

In my time with Compass Lexecon, my team and I were responsible for providing technical support and solutions to ensure that our practitioners can leverage the latest technologies to advance their ability analyze data, communicate, and produce client deliverables before the deadline. A few of my main duties as a technical support engineer included setting up video conferences between client law firms and our practitioners, executing client data ingestions on the order of tens of terabytes over numerous media, preparing client data for analysis by converting it to a usable format, supporting an application streaming environment that enables practitioners to use statistical analysis software both in the office and while working remotely, facilitating the transmission of client deliverables, and expeditiously either resolving or providing workarounds for the various computing issues experienced by C-level and executive staff. I pride myself in my success at Compass Lexecon and attribute a fair amount of it to understanding the dynamics of their business, listening to users, and letting the expertise and experience of both my team and I to advise me during difficult support scenarios.

During my role as a helpdesk agent at Innerworkings' headquarter office, my team and I developed strategic operations that were able to cut hours from our average time to problem resolution and save \$150K annually in hardware expenditure. I was responsible for making requested amendments to Active Directory, Microsoft Exchange Server, FTP accounts, and deploying equipment to users. My team and I fixed small as well as widespread technical issues for local and remote users, took measures to increase the overall security of sensitive data, and implemented necessary adjustments to prevent widespread problems. My success at Innerworkings is founded on my ability to accurately diagnose technical issues, to use practical and concise communication, and to provide solutions to ensure the accelerated productivity of its users.

I am also a proven effective leader and a hardware expert. After having been promoted to lead technical services professional at TigerDirect, I had directly influenced a nearly two-fold increase in tech revenue with reference to year over year analysis. I had earned several awards for my outstanding leadership and my scalable contributions to driving sales. I had also gained considerable experience repairing laptop, desktop, and all-in-one computer hardware to the extent of full disassembly and motherboard replacement as well as professionally building custom desktop machines to order.

I have seven years of experience as an IT professional in a wide variety of environments as well as a history of providing exceptional support for users of all types. I learn at a highly aggressive pace and anything I haven't been exposed to will be conceptually grasped and promptly leveraged to the benefit of your firm.

I am eager for an opportunity to meet with you to discuss the needs of your business and all the ways in which I can add value. Please do not hesitate to contact me anytime at:

[224-223-2299](tel:224-223-2299)
NStevens@nanicklocal.hopto.org

Sincerely,

Nicholas Stevens

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Objective

I'm offering the full depth of my technological background and experience to a firm that has the ability to wield it gainfully. At this juncture in my career I'm making a deliberate effort to be open to opportunities that reflect a deviation from the technical support roles that I've taken on in the past. In my evaluation of the offers extended to me, I intend to take on a long-term role with a firm with which a relationship of mutual development, advancement, and growth can be established.

Technological Skillset

- Repaired an extensive list of laptops, desktops, and all-in-one computers
- Adept in resolving LAN, WLAN, and WAN issues
- Built a broad spectrum of custom desktop computers
- Fully proficient in deploying and operating 8, 8.1, and 10
- Practical understanding of the installation and administration of Server 2012 and Server 2016
- Ability to troubleshoot and navigate Unix operating systems including Linux and macOS
- Marked aptitude installing and resolving issues with Microsoft Office 2010, 2013, 2016 and 365
- Resolved client-side issues involving XenServer, Active Directory, and Exchange mailboxes
- Administered MFT user accounts, MFT folders, and made critical changes to their ACLs using Globalscape's EFT platform
- Familiarity with Ivanti and SCCM asset management platforms
- Utilized ShoreTel Communication System as well as Cisco Unified Communications Manager to deploy IP Phones
- Experienced with MX Logic as well as Mimecast to administer spam filters for user mailboxes
- Demonstrated exemplary technical writing skills by creating non-technical user guides as well as SOP documentation for IT staff
- Proficiency writing and evaluating Batch, PowerShell, Python, VBScript, VBA, JavaScript, HTML, Bash, and C# code

Experience & Credentials

Technical Support Engineer I, *Compass Lexecon*, Chicago, IL December 2016 — October 2019

- Facilitated video conferences between practitioners and law firms using a Polycom device behind a H.323 gateway
- Interfaced with Windows Server 2012 to resolve issues with XenPVS remote application streaming
- Leveraged ServiceNow Incident Management to log user reported issues and the actions I took to resolve them
- Solved problems reported by users relating to the Citrix Storefront and their local ICA clients
- Gained familiarity statistical analysis software including STATA, ArcGIS, R, Python, Tableau, MATLAB, SSMS, and SAS
- Performed SQL database restore operations and provided database access to practitioners for analysis
- Provided extended user support while migrating from Office 2010 to 365 and from Windows 7 to Windows 10
- Handled onboarding, termination, user access, and mobile email access using Active Directory security groups
- Provisioned mobile devices for users and ensured compliance with AirWatch Enterprise Mobility Management platform
- Wrote a PowerShell script for new laptops in NA and EMEA to make approved changes that cannot be accomplished via GPO

Helpdesk Analyst Staff Augmentation Consultant, *Burwood Group (Starwood Retail Partners)*, Chicago, IL June 2016 — September 2016

- Administered fully approved changes in Office 365 hybrid environment
- Gained experience with Windows Server 2012 R2 and Remedy ticketing system
- Carried out exemplary break/fix solutions for laptops, desktops, printers and associated peripherals
- Ensured daily progress with an endpoint migration initiative from Microsoft Office 2010 to Microsoft Office 365

Remote Support for Coca-Cola Multitenant Migration, *Project Leadership Associates (Coca-Cola)*, Chicago, IL February 2016 — May 2016

- Resolved client-side incidents involving the functionality of Outlook 2013 following migration to multitenant environment
- Became proficient with ServiceNow Incident Management and Bomgar Representative Console
- Worked with escalation teams to resolve incidents that necessitate changes to mailboxes in Microsoft Exchange
- Built knowledge base by creating instructional documents upon discovery of working resolutions
- Provided Level 2 remote support with limited access to the client's administrative tools and network resources

Helpdesk Support Technician, *Innerworkings*, Chicago, IL April 2015 — January 2016

- Supported local and remote internal users with technical problems in an on-premises domain environment
- Managed hardware assets via Snow inventory client, SCCM 2012 and Active Directory
- Gained experience with Zendesk incident management
- Worked with a team of four helpdesk agents to support over 1700 users worldwide

A+ Computer Repair, Lead Technician, *TigerDirect*, Vernon Hills, IL November 2012 — March 2015

- Managed and maintained an organized and highly productive tech department
- Oversaw and provided guidance for four technicians
- Controlled and executed the repair queue chronologically

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Education

Northeastern Illinois University, Chicago, IL

2014 — 2015

- Completed coursework towards a bachelor's degree majoring in Chemistry and minoring in Biology

William Rainey Harper College, Palatine, IL

2008 — 2012

- Associate in Arts
- Completed coursework towards a Network Administration degree

References

Lisa Crawford

lcrawford@compasslexecon.com

[\(443\) 223-0016](tel:(443)223-0016)

Can speak to my capacity to handle numerous requests and support calls expeditiously, my ability to identify issues and deploy solutions, my talent for PowerShell scripting, and my ambitious approach to reaching goals set forth by overarching initiatives.

Kevin Johnson

kjohnson@inwk.com

[\(312\) 277-1499](tel:(312)277-1499)

Familiar with my hardware aptitude, my ability to diagnose complex technical problems remotely, and my ability communicate effectively across numerous media.

Anthony Lampl

anthonylampl@gmail.com

[\(708\) 603-0101](tel:(708)603-0101)

Acquainted with ability to handle multiple projects at once, to take on a large volume of technical requests and issues, and to maintain an organized equipment inventory.

James Billings

jbillings@aoemb.net

[\(847\) 445-2770](tel:(847)445-2770)

Can discuss my ability to reverse poor customer responses, encourage a growing number of return customers, and my methodology towards attaining ascending sales metrics.

Timothy Villareal

tkvillareal2@sbcglobal.net

[\(847\) 207-5423](tel:(847)207-5423)

Can speak to my leadership qualities, my ability to train and develop a technician's skillsets, and my strengths aimed at developing professional strategies to build an abundant clientele of satisfied customers.

Nick Stevens

has successfully completed the requirements to be recognized as



IT Technician

COMP001007082241

CAREER ID

A handwritten signature in black ink, appearing to read "TTh", is positioned above the printed name.

TODD THIBODEAUX
President & CEO

May 20, 2008

DATE CERTIFIED

Code: 237SZ1W1XP4QY50N
Verify at: <http://verify.CompTIA.org>