

Nicholas Stevens

Technical Support Engineer

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Summary

A+ certified technical support engineer with seven years of experience delivering knowledgeable, detailed, and expeditious best practice technical support to staff at every level of seniority. I take pride in my ability to quickly and effectively resolve issues under pressure while minimizing or eliminating disruptions to production. My diverse IT background empowers me to deploy and support the hardware and software solutions that meet the unique technological needs of your business objectives. I intend to take on a role with a firm where a relationship of mutual development, advancement, and growth can be established.

Experience

Person-Centered Psychological Services

12/2022 - Present

Technical Consultation and Support

PCPS is a Chicago clinic, specializing in humanistic therapies and neuropsychological testing.

- Made recommendations for selecting and deploying a Microsoft 365 Business solution.
- Implemented SPF, DMARC, and DKIM to address false positive spam incidents.
- Advised clinicians on deploying a private practice webpage.
- Hardened Wi-Fi network on the premises for HIPAA compliance.
- Provided both in-person and remote support for user equipment as needed.

Freelance & Volunteer

10/2019 - 12/2022

Technical Support / Software Engineering / Sales

These are my various self-employed and pro bono engagements.

- Built a client base by offering low-cost full-service laptop repairs with a quick turnaround.
- Refurbished, upgraded, and sold laptops and desktop computers.
- Offered remote support to professors navigating Zoom classrooms for the first time.
- Took on scripting and data transformation challenges to aid students with their dissertations.

Compass Lexecon

12/2016 - 10/2019

Technical Support Engineer I

Compass Lexecon is a global economic consulting company with headquarters in Chicago, Illinois.

- Ensured that videoconferencing between practitioners and client law firms went uninterrupted.
- Monitored Citrix Application servers and took action to address contention and orphaned sessions.
- Documented incident resolutions in ServiceNow per ITIL, boosting stakeholder confidence.
- Created knowledge base articles to reduce incidents during major deployments and migrations.
- Gained IT governance approval to write a production-ready PowerShell script for new laptops.

Burwood Group [↗](#)

06/2016 - 09/2016

On-site Helpdesk Staff Augmentation for Starwood Retail Partners

Burwood Group is a consulting firm that bridges business strategy and technology solutions.

- Outpaced incident response and resolution SLA targets for local and remote users.
 - Streamlined equipment provisioning by automating changes to user profiles.
 - Reduced hardware overhead through laptop and desktop break/fix solutions.
 - Surpassed progress targets for the endpoint migration from Office 2010 to Office 365.
 - Served as the primary technical support point of contact with minimal escalations.
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Project Leadership Associates [↗](#)

02/2016 - 05/2016

Remote Support for Coca-Cola Multitenant Migration

Project Leadership Associates (now New Era Technology) works with customers as a trusted technology adviser.

- Provided Bomgar remote support sessions to reconnect Outlook profiles to Exchange Online.
 - Outperformed SLAs and contributed to knowledge base for efficient incident management.
 - Assessed issues with escalation teams to determine client-side resolutions or Exchange Online changes
 - Only escalated incidents that required changes to Exchange Online.
 - Successfully resolved incidents at the endpoint, reducing full resolution time.
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InnerWorkings [↗](#)

04/2015 - 01/2016

Helpdesk Support Technician

InnerWorkings (acquired by HH Global) is a global professional services firm focused on marketing execution.

- Supported over 2000 users worldwide in 80 countries alongside four helpdesk technicians.
 - Improved resolution times by maintaining a knowledge base and collaborating with Systems.
 - Saved the firm \$100K in hardware expenditure by performing computer hardware repairs.
 - Assisted in the firm's pursuit of ISO 27001 by deploying Snow Software Asset Management.
 - Ensured a seamless migration from FTP to Globalscape MFT.
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TigerDirect [↗](#)

11/2012 - 04/2015

Lead Technician

TigerDirect is a California-based retailer dealing in electronics, computers, computer components, computer repair, and custom-built PCs.

- Took on nearly any computer repair challenge to increase revenue and customer confidence.
- Drove profitability by building custom made-to-order desktop PCs.
- Took ownership of customer outcomes to bolster the technical services reputation.
- Provided oversight and mentorship to four technicians.
- Directly influenced a nearly two-fold increase in revenue from technical services.



Education

Northeastern Illinois University [↗](#)

08/2014 - 05/2015

Completed coursework towards a Bachelor of Arts in Interdisciplinary Studies

William Rainey Harper College [↗](#)

08/2008 - 05/2012

Completed - Associate in Arts

CompTIA A+ certified [↗](#)

Completed - 05/2008

Verification code: 237SZ1W1XP4QY50N



Skillset

Expert

- Custom Made-to-Order desktops
- Laptop and Desktop Full Service Repair
- Microsoft Windows 10
- Microsoft Windows PowerShell
- Remote Support

Advanced

- Active Directory Users and Computers
- Android
- Bomgar Representative Console
- C# [.NET Framework]
- Citrix Application Delivery
- Duo Mobile
- IP Phones
- iPhone
- Ivanti Asset Management
- LAN, WAN, VLAN, DHCP, and DNS
- Microsoft Exchange Server
- Microsoft Office 365
- Mobile Applications
- Network Printers, Scanners, and Multifunction Printers
- ServiceNow Incident Management
- VMWare AirWatch Mobility Management

Intermediate

- Apple Hardware Diagnostics and Repair
- Azure Active Directory
- Batch scripting
- H.323 Videoconferencing Gateway
- HTML
- ITIL
- JavaScript
- macOS
- Python scripting
- Unix Shell Commands and Scripting
- Windows Group Policy
- Windows Server 2012/2016
- Zendesk Incident Management

Basic

- BMC Remedy
- IBM AIX
- Microsoft SQL Server Administration
- SCCM
- Snow Software Asset Management
- Ubuntu
- Visual Basic Scripting Edition
- VMware ESXi