



# Stephen Mogavero

Stephen-Mogavero <https://smogavero4.github.io/Resume> GitHub/Smogavero4

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**(845) 264-1443**

## IT Analyst

## Education:

### State University of New York College at Buffalo

Bachelor of Science  
Computer Information Systems  
2019 – **GPA 3.94**

### Monroe Community College

Associate of Science  
Computer Information Systems  
2016

## Certification:

### Google IT Support Specialization

Coursera - Nov 2019



### Data Center University Associate Development Path (DCCA) – Mar 2019

Schneider Electric

### A+ Computer Repair Certification

Dutchess BOCES - 2013

## Awards:

### Excellence in Computer Information Systems

SUNY Buffalo State – 2019  
This award is given to a few graduating CIS majors who have demonstrated outstanding academic achievement

### Exemplary Character and Citizenship

Dwight Bonk (Principal JJHS) 2013

The award recognizes outstanding high school students who do the right thing, are responsible and go out of their way to be kind to others.

## Summary:

Self-motivated with excellent organization and communication skills, along with a strong IT background in infrastructure management and programming. Exceptional attention to detail and the ability to make data-driven decisions with business intelligence software. Seven years of experience in PC and server hardware and software troubleshooting.

## Experience:

### BlackRock - Data Center Engineer

Jan. 2019 to Current

- Communicate with global teams to obtain IT project requirements.
- Evaluate and analyze project requirements and determine the best course of action.
- Analyze facility data and create utilization forecasts to optimize space and power usage.
- Coordinate with on-site team members to fulfill project requirements.
- Discuss and resolve project issues that arise and offer solutions.
- Rack, cable, and install servers and data center hardware. Diagnose and troubleshoot hardware and software issues.

### Deluxe - Data Center Operations Coordinator

Feb. 2017 to Jan. 2019

- Reports to the Director of Information Technology. Directs operations staff throughout the shift.
- Oversee project completion using Agile methodologies.
- Document data center processes and procedures.
- Hold meetings with clients and gather project requirements.
- Hold team meetings to plan and set goals for projects.
- Review project results and determine where process improvements can be made.

### Outback Steakhouse – Key Manager

Jan. 2016 to Feb. 2017

- Responsible for bar inventory and dining room operations.
- Ensure great guest experiences and resolve any issues that arise.
- Analyze customer reviews and determine where improvements can be made.
- Monitor team performance and strategically place serving staff.

### USS Starcross LLC – IT Manager

Jul. 2012 to Aug. 2016

- Build relationships with residential and commercial clients.
- Troubleshoot Windows and Linux based systems.
- Oversee a team of 10 technicians.
- Installed residential and commercial network wiring and wireless systems.

## Projects:

### BlackRock

Oct. 2019

#### Data Center Training Program

- Developed a global training program for BlackRock's data center engineers
- Included an interactive PowerPoint with questions on best practices.
- Created a 50-question multiple-choice exam and tracked training online.

### BlackRock

Apr. 2019

#### Utilization Forecasts (VBA)

- Automated a monthly report that shows global data center utilization.
- Created using Microsoft Excel and PowerPoint utilizing VBA to web scrape data from monitoring devices.

## Skills:

### Management:

- Agile Project Management
- Teamwork
- Leadership
- Training & Development
- Problem Solving
- Analytics

### Technical:

- Microsoft Office
- Windows OS
- Troubleshooting
- Data Modeling
- SQL
- Python
- Linux OS
- Documentation