

# Stephen Krycerick Jr.

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in stephen-krycerick 🌐 Skrycerick

## Data Center Engineer

### + Summary

Self-motivated with excellent organization and communication skills with a knowledge of both **technical and business fundamentals**. Equipped with a strong understanding of **Windows and Linux OS**. Proven leadership ability with the ability to work with a team. Supplied with **7 years of PC and server** hardware and software **troubleshooting**.

### + Employment

#### BlackRock

Data Center Engineer

Jan. 2019 to Current

Responsible for supporting and interacting with all IT functions at BlackRock's 50,000 square foot data center.

- **Plan and coordinate** with other teams to establish downtimes using BlackRock's change management system.
- Execution of the **preventative maintenance** procedures for all critical infrastructure systems.
- **Racking and patching** of servers.
- **Installing, testing and tracing** network **cabling infrastructure**

Getzville, NY

#### ColoCrossing

Data Center Operations Coordinator

Jan. 2018 to Current

Reports to the Director of Information Technology. Directs operations staff during the night shift. Ensure quality standards are met and work is performed accurately.

- **Troubleshoot** servers that are escalated from other technicians.
- Enter orders into the queue for **dedicated and collocated** servers.
- Coordinate technicians to ensure efficiency is met.
- Take inventory of hardware and order parts as needed.
- Hold **team meetings** to set **goals** for shifts.
- **Train technicians** on I.T. procedures and troubleshooting.

325 Delaware Ave, Buffalo, NY 14202

#### ColoCrossing

Datacenter Technician

Feb. 2017 to Jan. 2018

**Install, configure, and maintain server-class hardware.** Provide Tier 1 support by **troubleshooting hardware, software, and network issues**. Perform hardware **upgrades** and planned replacements of failed components.

- Troubleshoot servers with **Windows OS and Linux OS**.
- Monitor network traffic in order to **mitigate DDoS attacks**.
- Check client scripts in python for issues or bugs.
- Run **MTR, Traceroutes** in order to diagnose network problems.
- Install test and diagnose **CentOS, Ubuntu, Debian, and ESXI** operating systems.
- Route IPV4 addresses via portal's API

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#### Outback Steakhouse

Key Manager

Jan. 2016 to Feb. 2017

Responsible for front of house activities. Made sure guests were welcomed and had an excellent dining experience. Resolved guest concerns in a timely manner.

- Visited guest tables to ensure quality service was provided.
- Resolved guest question or concerns regarding their dining experience.
- Responsible for bar inventory and dining room cleanliness.

1954 W Ridge Rd, Rochester, NY 14626

#### U.S.S. Starcross LLC

I.T Manager

July 2012 to Aug. 2015

Responsible for 10 technicians performing hardware and software repairs for residential clients and commercial businesses. Setup and managed the **VOIP system and website**.

- Troubleshoot **Windows and Linux** based systems
- Installed residential and commercial **network wiring and wireless systems**.
- Coordinated a team to ensure work was completed efficiently and timely.
- Managed the website and any emails sent to clients

1177 U.S. 9, Wappingers Falls, NY 12590

### + Projects

#### Data Center Engineer Training Qualification Program

May 2019

Developed a **qualification training program** for data center engineers. This program trained and tested on-site engineers on mission-critical facility equipment, processes, and procedures.

- Streamlined the training process.
- Verified engineers had the knowledge to perform their duties.
- Tracked training through an online system.

#### Data Center Technician Training Program

Feb. 2017

Developed a **training program** for entry-level data center technicians which helped them develop their knowledge of data center operations and company culture. Training included configuring PDUs, using a portal system, and day to day technician duties.

- Created a 3-month training calendar and 150+ page training manual.
- Developed individual lesson plan.
- Increased existing technician knowledge with presentations.

#### Town of Fishkill Police Cadets Website

Jan. 2018 to Dec. 2018

Created and hosted a website for a local Police cadet post. Providing information on recruitment and events.

<https://skrycerick.github.io/TFPDCadets/index.html>

#### Dutchess Queens of Clean Website

Aug. 2016 to Jan. 2019

Developed a **small business website** for three women in Dutchess County, New York.

<https://skrycerick.github.io/Queensofclean/>

#### Cone Cup Initiative

2016

Proposed a solution to the extensive wait time on the delivery of food at Outback Steakhouse. This initiative stated that the use of paper cups for the restaurant staff/servers would greatly reduce time spent socializing by the water dispenser while waiting for food.

- Customer wait time was reduced by more than five minutes.
- **Revenue increased by 3%** in a month period.
- Guest satisfaction survey percentages increased by 10%.

#### A+ Computer Repair Program Accreditation

2013

Actively worked with the committee of college professors and business owners involved with technology. Presented the course materials and led a detailed discussion resulting in approval and certification of the **A+ Computer Repair Program** at Dutchess County BOCES.

- <http://www.dcboces.org/cti/computer-repair>

### + Education

#### State University of New York College at Buffalo

Bachelor of Science Computer Information Systems 2019

GPA 3.88

#### Monroe Community College

Associate of Science Computer Information Systems 2016

GPA 3.01

#### Dutchess County BOCES

Certification A+ Computer Repair 2013

#### John Jay High School

Advanced Regents Diploma 2013

#### Energy University by Schneider Electric

Certificate Data Center University Associate Development Path

2019

### + Skills

#### MANAGEMENT

Event Planning  
Project Managment  
Problem Solving  
Budgeting  
Scheduling  
Customer Service  
Training & Development  
Conflict Resolution  
Sales  
Marketing  
Accounting

#### TECHNICAL

HTML  
Visual Basic  
Windows OS  
DOS  
Desktop Support  
Hardware Repair  
Networking  
Linux OS  
A+ Training  
Virtualization  
Troubleshooting  
Cabling  
CSS  
.Net  
CentOS  
Ubuntu  
Server  
Debian  
HelpDesk Support  
Technical Writing

### + Awards

Dwight Bonk (Principal of John Jay High School) · Exemplary Character and Citizenship

2012

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.

### + Volunteering

#### Pitch For Kids Foundation · Volunteer

The Renegades Pitch For Kids was created to give back to the community, specifically the children and families of the Hudson Valley. This foundation provides annual fundraising events, memorabilia auctions, and in-stadium raffles. Pitch For Kids has raised close to \$500,000. Volunteer activities included setup, cleanup, and making sure events ran according to plan.

#### Walking Tree Travel/Volunteer

Volunteer trip that lasted two weeks in the village of Herradura, Costa Rica. Completed various community service activities while living with the native host family. One service included creating a 2-kilometer trench for piping from the mountain to the village. Another exercise was helping teach the local students some of the English language.

### + Activities

**Tau Sigma National Honor Society** · Member

Jan. 2019 to Current

A national honor society designed exclusively for transfer students! The minimum academic average required for membership is either a **3.5** on a 4.0 scale (or the equivalent thereof) or an academic average that places the prospective candidate in the **top 20%** of all incoming transfer students during the term in question.

**Phi Kappa Psi** · Member

Aug. 2013 to Current

Active member of a community service based fraternity at R.I.T. Weekly activities include volunteering, raising money, and putting on events to support the campus and the community. Fraternity actively co-hosts the largest student run event at R.I.T: "Mud Tug". MudTug is tug-of-war tournament that annually raises approximately \$14,000 for the Hillside Family of Agencies.