

Stephen Krycerick Jr.

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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 and the ability to work with a team. Specialized **training** skills and the capability to communicate with technical and non-technical individuals. Supplied with **7 years** of PC and server **hardware** and **software troubleshooting**.

+ Employment

BlackRock Getzville, NY
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**
- **Streamline** data center processes to **improve efficiency**

ColoCrossing Buffalo, NY
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 colocated** 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.

ColoCrossing Buffalo, NY
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

Outback Steakhouse 1954 W Ridge Rd, Rochester, NY
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.

U.S.S. Starcross LLC Wappingers Falls, NY
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
- Built strong relationships with clients and ensured they were satisfied.

+ Projects

Uptime Institute M&O Stamp of Approval Oct. 2019
Organized a detailed plan to prepare for a three-day onsite assessment of the data center facility. This led to the company receiving the **Management and Operational** Stamp of Approval from the Uptime Institute.

This plan included:

- Organizing all corporate policies into one cohesive document.
- Ensuring all maintenance records were up to date.
- Ensuring the facility was clean and in good standing.
- Providing records of vendor support and employee training.

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.
- Created a 50 question **multiple-choice test** to verify engineer knowledge.

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/>

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 3.91

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	TECHNICAL
Event Planning	HTML
Project Management	Visual Basic
Problem Solving	Windows OS
Budgeting	DOS
Scheduling	Desktop Support
Customer Service	Hardware Repair
Training & Development	Networking
Conflict Resolution	Linux OS
Sales	A+ Training
Marketing	Virtualization
Accounting	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

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.