
STEVEN LUCERO

19413 N. 36th Place, Phoenix, AZ 85050 | C: 480-417-2222 | stevejoluc@gmail.com
portfolio.stevejoluc.com

Summary

Quality-driven Operations Analyst skilled at collecting and analyzing information. Veteran forecaster with skills in generating reports and presenting trends in order to help business plan and improve operations. Bringing 2 years of Operational experience and passion for making a difference.

Skills

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|--------------------------------------|---------------------------------|
| • Real-Time Monitoring & Performance | • Process Improvement |
| • Customer Service Management | • Conflict & Problem Resolution |
| • Incident Management | • Quality assurance |
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Experience

Operations Analyst	01/2017 to Current
Discount Tire	Scottsdale, AZ

- Uses DevOps principles to create and monitor automated workflows that are tested in various environments before placed in production
- Creates and manages monitors in SiteScope to evaluate server, application, and OS performance in real-time
- Uses event driven dashboard to locate trends and fix issues before business is impacted
- Expert on incident management in ServiceNow and effectively handles communications between in-house software teams, stores, and vendors
- Developed a template using HTML/CSS to allow Knowledge Articles in ServiceNow Kingston to be responsive on any web browser or mobile device
- Troubleshoots logs from all programs such as; Automate, SAP, FTP, SQL, AWS, Informatica to identify root cause
- Assists in the monitoring and reporting on website traffic and performance through AWS
- Provides 24/7, 365, on-call support, and monitoring
- Developed a runbook for new hires that reduced training process by 3 months

Help Desk Analyst	01/2010 to 01/2017
Discount Tire	Scottsdale, AZ

- Resolved high traffic support calls related to networking and hardware/software from corporate and store users
 - Recorded detailed information on support tickets and maintained until problems were resolved.
 - Assumed remote control over customers' computers when necessary to resolve problems.
 - Created an in-house training program enabling employees to maintain and improve their skills.
 - Wrote and updated online and hard copy training manuals on various software and hardware that were used within the company
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Educational Background

Bachelor of Science: Computer Information Systems	2017
Arizona State University	Tempe, AZ, United States
Deans List Recognition	

Certificates

AWS Certified Cloud Practitioner - May 2018
AWS Certified Solutions Architect - Associate - IN PROGRESS