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# Steven Fletcher

Martinez, GA

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7068362033

## Skills

Linux, Python, SQL, Incident Response, Splunk, JavaScript, Data Management, Customer service, Computer literacy, Stakeholder communication, Time management, Communication skills, Documentation review, Leadership, Google Docs

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## Experience

### Freelance/Self Employed

IT Support Technician • Hephzibah, GA

05/2012 - Present

- Provided remote and on-site technical support to clients, troubleshooting hardware, software, and network issues to ensure minimal downtime and optimal system performance.
- Installed, configured, and maintained computer systems, peripherals, and software applications according to client specifications and industry best practices.
- Conducted regular system updates, patches, and upgrades to enhance security and functionality, keeping systems up to date with the latest technology advancements.
- Offered personalized training and guidance to clients on utilizing technology effectively, empowering them to troubleshoot common issues and maximize productivity.
- Managed client accounts, including scheduling appointments, documenting support tickets, and maintaining clear communication to ensure customer satisfaction and retention.
- Proactively identified opportunities for process improvement and implemented solutions to streamline workflows and enhance the overall client experience.

### Goodwill Industries

Server • Augusta, GA

04/2022 - Present

- Provided exceptional customer service in a fast-paced fine dining environment, ensuring a memorable dining experience for guests.
- Demonstrated extensive knowledge of the menu, including ingredients, preparation methods, and wine pairings, to make personalized recommendations and enhance guest satisfaction.
- Maintained a professional demeanor and polished appearance while efficiently managing multiple tables and guest requests.
- Collaborated with kitchen staff and management to ensure timely and accurate delivery of food and beverages, adhering to high-quality standards.
- Consistently exceeded sales targets through upselling techniques and suggestive selling, contributing to increased revenue for the restaurant.
- Received commendations from guests and management for outstanding service, attention to detail, and dedication to excellence.
- Educated patrons about the mission of Goodwill, including education enterprises, expansion of experimental facilities, and philanthropic endeavors.

## Chick Fil A

Back of House Team Leader • Augusta, GA

05/2015 - 10/2020

- Demonstrated leadership skills in supervising and directing back-of-house operations, including kitchen staff and food preparation processes.
- Trained and mentored team members to ensure adherence to Chick-fil-A standards of food quality, safety, and cleanliness.
- Managed inventory levels and conducted regular audits to minimize waste and optimize efficiency.
- Implemented and enforced strict food safety protocols and sanitation procedures to maintain compliance with health regulations.
- Collaborated with front-of-house team leaders to ensure seamless coordination between kitchen and service areas.
- Assisted in the development and implementation of new menu items and operational procedures to enhance customer satisfaction and profitability.

## Charleys Philly Steaks

Cook and Cashier • Fort Eisenhower, GA

07/2017 - 03/2018

Certainly! Here are some brief resume points for a Cook/Cashier at Charley's Philly Steaks:

- Prepared high-quality food items according to company recipes and standards, ensuring consistency and customer satisfaction.
- Operated kitchen equipment efficiently and safely, including grills, fryers, and food prep stations, to maintain a smooth workflow during busy periods.
- Managed cash transactions accurately and efficiently, providing friendly and prompt service to customers at the register.
- Maintained cleanliness and organization of the kitchen and dining area, adhering to sanitation and food safety guidelines to ensure a safe and hygienic environment.
- Assisted with inventory management and stocking of ingredients and supplies, contributing to smooth operations and minimizing waste.
- Collaborated with team members to achieve restaurant goals and deliver exceptional service to customers, fostering a positive work environment.

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## Certificates

Google IT Support – August 11, 2021, Google Cybersecurity – February 8, 2024

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## Education

### Augusta State University

Computer Science • Augusta, GA

- Expressed a keen interest in pursuing a degree in Computer Science.
- Engaged in continuous self-learning and skill development in computer programming languages, algorithms, and data structures.
- Seeking opportunities to gain practical experience or certifications, such as participating in coding bootcamps, online courses, or contributing to open-source projects.
- Emphasized transferable skills such as problem-solving, analytical thinking, and teamwork, which are essential for success in the field of computer science.

- Clearly communicated enthusiasm for technology and a strong desire to contribute to innovation and advancements in the field of computer science.

## **Augusta Technical College**

Radiologic Technology • Augusta, GA

- Placed on Dean's List in 2022

- Demonstrated commitment to professional development by expressing a strong interest in pursuing a degree in Radiologic Technology.

- Engaged in ongoing self-study and research to stay updated on advancements in the field of radiology, including emerging technologies and best practices.

- Highlighted relevant coursework or academic achievements related to radiology, showcasing foundational knowledge and skills in anatomy, physiology, and medical imaging principles.

- Emphasized transferable skills such as attention to detail, critical thinking, and effective communication, which are essential for success in the field of radiologic technology.