Steve White
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PROFESSIONAL SUMMARY

Results-driven IT professional with a strong background in technical support, systems administration, and network security, backed by over 15 years of leadership and customer service experience. Skilled in diagnosing, troubleshooting, and resolving hardware, software, and network issues in fast-paced environments. Certified in CompTIA ITF+, A+, Network+, Security+, Server+, Project+, Linux+, Cloud+, CySA+, PenTest+, ISC² Certified in Cybersecurity (CC), LPI Linux Essentials, and ITIL 4 Foundations, with hands-on experience in Windows Server administration, Active Directory, network configuration, penetration testing, and cybersecurity best practices.

CORE COMPETENCIES

IT Support & Troubleshooting | Windows Server Administration (AD, DHCP, DNS) | Network Configuration & VLAN Management | Information Security & Access Controls | Ticketing Systems & Remote Support Tools | Hardware & Software Installation | Virtualization & Cloud Platforms (VMware, Azure) | Incident Response & Problem Resolution | Customer Service & Technical Training

TECHNICAL SKILLS

Systems: Windows Server 2016/2019, Windows 10/11, Linux Fundamentals
Networking: TCP/IP, VLANs, DHCP, DNS, VPNs, Cisco IOS CLI
Security: Access Controls, Security Hardening, Endpoint Protection
Tools: VMware, Active Directory, Group Policy, Office 365 Admin, ServiceNow, Ticketing Systems
Hardware: Desktop/Laptop Assembly, Ethernet Cable Termination, Network Devices
Certifications: CompTIA ITF+, A+, Network+, Security+, Server+, Project+, Linux+, Cloud+, CySA+, PenTest+, ISC² CC, LPI Linux Essentials, ITIL 4 Foundations

PROFESSIONAL EXPERIENCE

IT Support Specialist – Intermediate | AdventHealth – Orlando, FL
Jan 2025 – Present
- Install and configure consumer-based hardware and software across diverse devices and operating systems in compliance with AdventHealth IT (AIT) standards.
- Document detailed incident and request information in ServiceNow, ensuring accurate tracking and resolution.
- Perform preventive maintenance and proficient-level repairs on authorized AdventHealth devices to minimize downtime.

- Lead small to mid-size IT projects and special initiatives from planning to execution within designated timeframes.
- Provide Tier 1–2 technical support for hardware, software, networking, and audio-visual (AV) systems with minimal assistance.
- Create, update, and reference centralized AIT Field Operations knowledge base articles to streamline support processes.
- Coordinate with enterprise AIT technical/business teams and approved vendors for escalations, deployments, and advanced troubleshooting.
- Build, modify, and submit system images for validation by senior IT leadership.
- Train and mentor IT Support Specialist Associates, providing technical guidance and promoting skill development.
- Take ownership of end-user education, ensuring proper technology use and adherence to security best practices.
- Identify critical roadblocks and escalate promptly to senior or leadership staff for resolution.
- Maintain accurate IT asset records using inventory management systems.
- Participate in site walk-throughs with leadership and facilities for upcoming projects and technology deployments.

Service Writer | Oviedo Car Care – Oviedo, FL
Oct 2023 – Aug 2024
- Utilized computer systems for appointment scheduling, invoice generation, and payment processing.
- Tracked customer visits, set maintenance reminders, and maintained accurate service documentation.
- Coordinated repair workflow between customers and technicians to ensure timely service.
- Addressed quality control concerns, collaborating to deliver mutually satisfactory resolutions.

Assistant Service Manager | Parks Lincoln of Longwood – Longwood, FL
May 2023 – Oct 2023
- Managed intake of vehicles, documented service requirements, and generated repair estimates.
- Oversaw workflow to maintain operational efficiency and customer satisfaction.
- Implemented service process improvements to streamline operations.

Assistant Service Manager | AutoNation Ford Sanford – Sanford, FL
Feb 2021 – Mar 2023
- Provided technical consultations for vehicle diagnostics and repair services.
- Coordinated service center workflow and maintained repair documentation accuracy.
- Resolved customer complaints effectively to maintain brand reputation.

Sales & Technical Support Specialist | VMP Performance – New Smyrna Beach, FL
Sep 2018 – Jan 2021
- Provided diagnostic and technical installation support for performance products via

ticketing systems, email, and phone.
- Delivered pre- and post-sales technical assistance to customers and business partners.
- Ranked as top sales performer while contributing to company growth of 26% in 2019.

Commercial Sales Manager | AutoZone – Daytona Beach, FL
Dec 2015 – Jul 2018
- Increased sales revenue from $257K to $525K in two years by developing key accounts.
- Led a team of five employees, providing training and performance coaching.
- Oversaw operational processes including inventory control and vendor coordination.

EDUCATION & CERTIFICATIONS

Bachelor of Science – Cybersecurity & Information Assurance (In Progress)
Western Governors University

Information Technology Security & Administration Program
MyComputerCareer

Certifications Earned:
- CompTIA ITF+, A+, Network+, Security+, Server+, Project+, Linux+, Cloud+, CySA+, PenTest+
- ISC^2 Certified in Cybersecurity (CC)
- LPI Linux Essentials
- ITIL 4 Foundations