

Steven Williams

1940 NW Miller Rd, C111
Portland, OR 97229

512-366-2649
swilliams.dev@gmail.com

swilliams-dev.github.io
linkedin.com/in/swilliams-dev

Professional Experience:

* Denotes it was a core responsibility of the position.

- HTML, CSS 3 years 8 months
- VBA 3 years 5 months
- Batch Scripting* 2 years 11 months
- SQL* 2 years 10 months
- C#*, XML*, COBOL 2 years 5 months
- Shell Scripting 1 year 8 months
- CISCO* 1 year
- JavaScript/jQuery*, Mongo*, JSON* 6 months

Relevant Academic Experience:

- Oracle, Java, JSP, MySQL, HTML, CSS, Agile, Security, Design, UML, & UI.

Education:

- Walden University (2015, GPA: 3.62)
 - Bachelors of Science, Information Technology
- University of Alaska, Anchorage (2010, GPA: 3.53)
 - Associates of Applied Science, Computer Network Technology

Certificates:

- ICSA Customer Service (2009)
- CompTIA A+ (2006)
- CompTIA Network+ (2006)
- Cisco CCNA (2006)
- AVTEC PC Support (2006)
- AVTEC Network Support (2006)

Experience:

Integrated Bank Technology, 02/14 - 07/16, Technical Installer, Denver, CO

- Wrote C# flat file importers and database conversions for financial data.
- Implemented IIS sites, services, databases, ADFS, and third party integrations.

Compare Metrics, 04/13 - 10/13, Implementation Specialist, Austin, TX

- Created and maintained demos in JavaScript that contributed to their first \$100K deal.
- Integrated our product with Fortune 500 websites via CSS and jQuery.

Q2eBanking, 11/12 - 04/13, L1 Support, Austin, TX

- Performed direct DBA manipulations for half of the nation's online financial institutions.
- Remotely responded to financial system emergencies in production environments.

AT&T, 07/12 - 10/12, Network Support Temp, Austin, TX

- Ensured uptime of wireless networks for some of the nation's largest companies.
- Configured Cisco equipment, modified bash scripts, and provided remote support.

Rafael A. Cantu Jr. High School, 10/11 - 05/12, Campus Computer Technician, Mission, TX

- Automated manual processes via scripts to save thousands of man hours district wide.
- Responsible for the technical operations, maintenance, and protection of my campus.

Alaska National Insurance Co., 05/10 - 05/11, Helpdesk Technician, Anchorage, AK

- Ensured the data integrity of Alaska's largest insurance provider via TSM.
- Supplied helpdesk solutions via Patchlink, VMWare, Novell, Symantec, ImageX, and VBA.

Alaska Computer Doctor, 02/08 - 08/09, On Site Technician, Anchorage, AK

- Provided in shop (home office) and onsite support for residential and business clients.
- Solutions ranged from complex networking to laptop motherboard replacements.

CompUSA, 05/07 - 02/08, Computer Technician, Anchorage, AK

- Upheld excellence in customer service even to the last days of CompUSA within Anchorage.
- Juggled dozens of properly documented hardware repairs, software services, and RMAs.

blueWIRE Technologies, 06/06 - 01/07, Computer Technician, Anchorage, AK

- Maintained Active Directory, Exchange, client software, backups, networks, and servers.
- Created a LDAP authenticated Squid proxy running on CentOS for a nonprofit organization.

AVTEC / Kenai Fjords NPS, 9/05 - 06/06, Technology Intern, Seward, AK

- Serviced laser printers, active directory, Cisco WAPs, patch panels, conduit, and cabling.
- Removed malware from client computers and designed scripts for automatic backup.

Pratt Museum, 05/01 - 02/02, Technology Intern, Homer, AK

- Responsible for video editing, basic web design, tape archival, and client PC maintenance.
- Remotely administered, publicly presented, and edited footage of the McNeal Bear camera.

Passions:

- Anticipates building a PC capable of GPU pass through to QEMU virtual machines.
- Unwinds by hiking, biking, taking camping trips, practicing aerial yoga and poi.
- Setup home automation with the Raspberry Pi, 433mhz transceivers, and RF outlets.
- Appreciates philosophical conversations on mindfulness, patterns, and the flow state.
- Prefers solutions which reduce the need for support via automation and intuitive UI.
- Enjoys songwriting, playing guitar, recording, and mixing in digital audio workstations.

References:

Kristy Dowley

Exec Admin/HR Manager

512-616-1100 x117

kdowley@IBTapps.com

David Scarborough

Sr. Client Support Specialist

512-616-1100 x121

dscarborough@IBTapps.com

Nicole Smith

Client Support Specialist

512-616-1100 x204

nsmith@IBTapps.com