Steven Williams

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Professional Experience:

- Technical support and administration of Microsoft OSs.   11 years
- IT automation via batch/bash scripts.   10 years
- Network configuration, troubleshooting, and installation.   9 years
- Hardware diagnostic, repair, upgrades, and RMA.   7 years
- Malware removal, prevention, and education.   6 years
- Technical support and administration of Apple OSs.   5 years
- Software and database engineering.   5 years
- Developed with C#, MSSQL, Groovy, Javascript, Perl, JSON, XML, HTML, CSS, and VBA.
- Familiar with virtualization, agile workflows, GIT/SVN, Jenkins, Jira, Linux, and REST-ful APIs.

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:

McAfee, 11/16 - 06/18, Software Development Engineer, Hillsboro, OR

- Developed libraries for customer build requirements and provided DSL for direct usage.
- Educated customers, team members, and an intern in effective usage of the build workflow.
- Improved stability through test frameworks, process hardening, bugfixes, and templating.
- Remediated malware outbreaks, service outages, database corruption, and VM recovery.

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

- Created, maintained, and populated MS SQL online banking databases.
- 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 an 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:
- Appreciates philosophical insights into patterns, process improvement, and the flow state.
- Improving virtualized home lab for POC's and multiheaded VR gaming via PCI passthrough.
- Drafting and 3-D printing designs to improve quality of life; with plans to work with prosthetics.
- Prefers solutions which reduce the need for support via automation and intuitive UI.
- Enjoys songwriting, playing guitar, recording, and mixing in digital audio workstations.
- Setup home automation with the microcontrollers, sensors, and RF devices.