**Steven Zachary Church**

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**Objective:** To obtain a position that will enable me to use my experience to excel as a representative of the company but also learn and appreciate new experiences.

**Education**

Graduated Fearndale Highschool 2008

Previously enrolled at Wayne State University

Bachelors in Fine, Preforming and Communication Arts

Graphic Design (Two Years of Course Credits)

**Experience**

Vikingcoud

Level 1 Service Technition (2018-Present)

* Answering phone calls and providing technical support or product information
* Troublehooting basic to advance networking issues, sometimes with people who have no experiance
* Supporting Fortinet and Cisco Meraki Firewall routers
* Supporting Cisco Meraki Managed Switches and Wireless Access Points
* Editing and adding rules for Whitelist Changes and new services while still maintaing PCI compliance and a secure network
* Troubleshooting Remote access issues with the N-Able product
* Helping with basic account issues for owners and representatives of the managed companies

G & S Market

Stocking Assistant (October 2017-2018)

* Checking orders as they came in
* Rotating stock
* Organization of products
* Building product displays
* Aissisting product representatives and answering their questions
* Cleaning and maintaining the facility

Hippies Pizza

Assistant Manager (December 2015-2018)

* Maintaining and cleaning the facility
* Hadeling most money transactions and closing out the cash register at the end of the night
* Answering phone calls and taking oders ranging form personal to large catering orders.
* Training new employeses
* Delivering food and catering orders
* Cooking and having knowlege of the whole menu
* Knowlege of food preperation and food allergie safty

RMSe

Installer (January 2015-May 2015)

* Building and updating Samsung displays for different stores
* Demolition of old displays, using power tools and other heavy equipment
* Installing security systems for the displays
* Loading display mode software onto different Samsung products
* Taking and uploading pictures to clients on business website

Minacs

Phone technical support (2013-2014)

* Answering phone calls and providing technical support or product information
* Helping costumers find quick solutions to their issues
* Providing a good customer experience
* Setting up repairs over the phone for customer products
* Working with customer in time intensive tasks to fix their product or issue

The Masters Restaurant

Bus Boy (2012 to 2013)

* Maintaining an organized and clean facility
* Preparation and layout of food
* Aided customers and gave exceptional customer satisfaction
* Inventory of kitchen/bar

Plumb Hollow Country Club

Caddie Captain (2008 to 2012)

* Built personal clientele by maintaining superior performance
* Gave guidance to members as well as fellow caddies
* Charged with upkeep of members personal items
* Calculated Scores

Subway

Cashier/Food Prep (Summer 2008)

* Maintained a clean workspace
* Handled Money
* Prepared food

Jamison Group

Receiving (2008-2011)

* Cleared Work Spaces
* Delivered medical equipment to respective facilities
* Maintained inventory
* Kept stock on shelves

**Skills**

Great at multitasking skills

Strong leadership skills and team player

People person

Fast Learning

Great Communication skills

Good Composition skills

Proficient in the use of Office programs such as PowerPoint, Word, and Excel

Proficient in programs such as Photoshop and CS5

Comfortable with working on the Mac OSX operating system or Windows operating system