resume\_104@gmail.com  
148-388-2214  
Stephen Schad  
Senior Computer Operator - STATE OF NEW YORK  
Saint Albans VT - Email me on Indeed: indeed.com/r/Stephen-Schad/648c9b19a5dc987b  
IT professional with experience in troubleshooting and administering Windows Apple Android iOS Active Directory Office Lotus Notes Red Hat Linux UNIX systems and printers.  
WORK EXPERIENCE  
Senior Systems Administrator  
United States Citizenship and Immigration Services(under contract to) - Williston VT - August 2014 to Present  
Responsibilities  
1. Manages the functionality and efficiency of a group of computers running on one or more operating systems. 2. Maintains the integrity and security of servers and systems.  
3. Sets up administrator and service accounts.  
4. Maintains system documentation  
Senior Computer Operator  
STATE OF NEW YORK - June 2011 to September 2014  
Responsibilities  
 Capitalize on the opportunity to support Comptrollers office with monitoring of IBM mainframes including training mentoring and supervising a top-performing staff to meet or exceed objectives.  
 Utilize broad scope of industry knowledge and dynamic technical acumen toward accurately reviewing and analyzing documentation to find error codes as well as documenting errors and other news in detailed daily reports.  
 Ensure proper completion of print work for Comptroller including printing key confidential and secure documents  
Computer Operator  
STATE OF NEW YORK - June 2008 to June 2011  
Supervise and train staff while also monitoring consoles printers and peripheral equipment.  
 Provide help desk support via telephone communications with end-users.  
 Monitor the IBM mainframe console and direct jobs to printers.  
 Read and interpret instructions relating to the execution of computer programs.  
Computer Operator  
RENSSELAER POLYTECHNIC INSTITUTE - Troy NY - February 2007 to June 2008 Provide support to faculty and students in the operation of computer and peripheral equipment.  
 Monitor and maintain the campus' computers printers and networking equipment.  
 Monitor the network print and telephony consoles for any problems that might occur.  
Temporary Scientist  
WYETH PHARMACEUTICALS - Rouses Point NY - March 2005 to July 2006  
Coordinated experiments at production scale in preparation for FDA approval and clinical studies.  
   
 Responsible for supporting pharmaceutical re-formulation project by monitoring trials sustaining process control collecting data and performing data analyses.  
 Assisted staff scientists with writing and checking reports for accuracy.  
Computer Manager  
WORCESTER POLYTECHNIC INSTITUTE - May 2001 to March 2005  
Computer Technician  
WORCESTER POLYTECHNIC INSTITUTE - September 1997 to May 2001  
Support computer systems for a department of 60+ people while overseeing a staff of 6 people.  
 Maintained and repaired computers printers and networking equipment.  
 Trained users with no prior experience to use Windows Office and other software. Recommended and purchased computers and other equipment for the department.  
EDUCATION  
Bachelor of Science in Chemistry  
State University of New York Empire State College - New York NY