Antonio Stevens

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**Professional Summary:**

IT professional leader with over 20 years of experience supporting software, hardware, development, security, service desk, and various business sets, is seeking to enrich his technical career. My experience includes help desk, desktop support, project management, managing service level agreements(SLA), retail management experience supervising between 15 and 75 employees, and IT management experience leading between 18 and 63 analysts. Let me manage your small, medium, or enterprise level support team to exceed your SLA goals and add a flavor of friendly customer service.

**Technical Summary:**

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| **Certifications:** CompTIA A+, CompTIA Network +, and MSDST Certified, Oct 2009  ITIL v3 foundation and Project management experienced **Platforms:** Microsoft Windows® operating systems and Mac OS |
| **Networking:** TCP/IP, SQL, ADSL, SMTP, Ethernet, VPN, Lotus Notes, SecurID. |
| **Languages:** HTML, Java, CSS |
| **Tools:** Norton and Checkpoint Firewall and Ghost, Juniper, McAfee/Norton Virus Protection Utilities, Remedy, HP OpenView, Lotus Notes, Service desk metrics, Cisco Call manager, Microsoft Outlook, Microsoft Office (including Microsoft Word, Excel, PowerPoint®, Access, Outlook®, Intune, Project), SCCM, knowledge of Middleware Environments WebLogic, Adobe Dreamweaver, Website and Domain support. |
| **Knowledge:** Disaster recovery, Virtual computing, principles of managing security risks, Retail IT experience, SLA and KPI Management, Vendor Management, Customer Service, Planning and Project Management. |

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| **Operating Systems:** | **Applications/Tools:** | **Hardware: 15 years Exp.** |
| Mac OS 8- X.4.x – 10+ years exp. | Citrix – 9 years exp. | PC & Mac comps –20 years exp. |
| XP/Vista – Expert Level | Lotus Notes – 2 years exp. | Printers – 20 years exp. |
| Windows 7 – Expert Level. | Active Directory -5 years exp. | Android Phones – 10 years exp. |
| Windows NT/2k – Expert Level | VPN – 10 years exp. | Blackberry – 8 years exp. |
| MS Office 2010 – Expert Level | Java/J2EE – 3 years exp. | Iphone/Ipad/ios – 5 years exp. |
| DOS 3.2 - 6.22 – Expert Level | ITIL concepts – 10+ years exp. | Cisco switches, routers, firewalls, servers, wireless networks, and security. – 5 years exp. |
| MS Exchange 2007 – 3 years exp. | Group Policy – 5 years exp. |  |
| **Trouble Ticket Tools:** | **Databases:** | **Networking: 10 years Exp.** |
| Remedy | MySQL/SQL – 3 year exp. | IP Addresses/ Wireless |
| HP Openview | Oracle – 3 year exp. | Routers and setup |
|  |  | Networking Printers |

**Professional Experience:**

***Service Desk Manager***

***Bank of America* (Contract position) 2010 – Current**

Responsible for tier 1 and 2 Help Desk analysts which includes all problem reports, monitoring, evaluating, and reporting all network device performance issues. Providing support and continued operation of ATM devices including upgrading of operating systems, general desk top support and equipment. Management of tier1 and tier2 regarding all related issues. Three direct reports, 21 analysts, and a responsibilities regarding ATM support, employee’s personal computers, and remote work from home associates. Coordinating IT functions, managing of service level agreements (SLA), Responds to user questions directly or by delegation, Maintaining professional relationships with employees to boost development, Providing feedback to management, clients, and my employees, maintaining a standard operating procedure (SOP) and emergency plans, and overall hardware maintenance.

* Providing solutions to projects requiring offshore access and support.
* Proving website and domain direction and support.
* Supporting of all PC related problems from all Windows based applications and general use of employee machines.
* Working cross-functionally with IS, Data Team, and Field support.
* Work with vendors and other parties to create, monitor and maintain project timelines, resources and metrics.
* Tracks all open issues during the course of the ATM project ensuring proper visibility, prioritization, ownership and resolution.
* Monitoring performance against goals and timelines, analyzes results, and initiating appropriate action when required.
* Developing project metrics, reports and analytics used to measure and monitor project/performance standards.
* Assists with the analysis and development of system enhancements, process improvements and efficiencies by identifying opportunities, identifying potential solutions and driving agreement on resolution.
* Supports and participates in all efforts including data collection, data review, quality assurance and process review and validation to ensure data is consistent and accurate across databases and data entry efforts.
* Supporting OS upgrades, resolving ATM issues with regards to network problems, and providing assistance to ATM field technicians.

***Technical Environment:*** *CA-7, Net view, Netware, Novell, Windows 2000, Windows 95/98, Windows NT, Data Center Mini Computer Operation, Data Center Client Server Operations, Mainframe Applications, Telecommunications, Middleware, Database Management, Network Management, Enterprise, Data Warehousing, and Security.*

***IT Manager***

**Blue Cross, Blue Shield (Contract position) 2009 – 2010**

Daily Managing 20 analysts and access permissions for mainframes, servers, secure network paths, project management, training, applications, and real time currency software. This involved training, direction, and disciplinary actions.

* Provided solutions to projects requiring offshore access and support.
* Provided Tier2 level support for end users by email, phone, and messenger.
* Provided support for MS office communicator 2005, Citrix, UNIX, Sybase, VPN, Outlook, SharePoint, and all components of Office 2010.
* Offsite network monitoring utilities and offsite repair techniques.
* Supported Checkpoint Firewall in regards to new employees and making accommodations during high traffic times, checkpoint firewall policy provisioning, SSL VPN remote access (Juniper), Web Filtering, some involvement with infrastructure monitoring, and configuration updates. Troubleshooting included mild debugging with documentation for Checkpoint. Replicated problems to address reoccurring issues. Tested and checking hosts and licenses. Installed policy and debugging of VPN. Provided Juniper access and training. This included password recovery, registration problems, using snoop with documentation for troubleshooting, cluster setup, mild training, and some other options.
* Worked with analysts and various functions as an IT liaison to perform business needs analysis, solution analysis and recommendations based upon software options and fit with Financial Planning and Reporting in mind.
* Facilitation of solutions that progress our metrics reporting, performance management, etc.
* Proposed innovative solutions and/or enhancements to existing tools to meet the needs of the Finance department and its internal customers such as reporting web portals, and metrics tracking.
* Reviewed completed work tickets for accuracy and maintaining proper security granted and removed.
* Training and development of current analysts. Along with corrective action regarding mistakes with access, security breaches and improvement areas.

***Technical Environment:*** *MS Windows XP, MS Outlook, Citrix, Sybase, Unix, Internet Explorer, Outlook 2005, MS/DOS, Middleware, Microsoft Office Communicator 2005, HP OpenView,* *Network Cards, Active directory, and VPN.*

***Senior Help Desk & Desktop Support Engineer – Tier 3***

**Citi Mortgage (contract position) 2008 – 2009**

Provided support for internal and remote employees with operation of their desktops/laptops at home and in the office. Full support for 5000+ end users regarding small issues from email, password resets, networking, software support, and multiple other things with 100% resolution.

* Provided Tier3 support for end users and tier 1 and 2 agents. Using Admin roles for technical issues and resolving remote problems.
* Network repair and diagnostic capability, implemented quick workarounds to technical issues.
* Worked efficiently in a virtual office environment, delivering reliable follow-up and utilizing offsite access and mobile connectivity tools.
* Operated unsupervised and demonstrated a strong sense of responsibility and motivation.
* Supported Technicians/Tier 2 documents calls in the Call-Tracking system to ensure proper tracking and resolution. Provided Senior Desktop Support Tech/Tier 1-2. Tracked tickets and calls using remedy ticketing system.
* Provided desk side support when problems could not be resolved remotely for local employees. Troubleshooting connectivity issues using Internet Explorer and MS/DOS.
* Performed Tier3 support for one or multiple systems and release of varying levels of complexity (ranging from medium to urgent).
* Ensured each reported problem was resolved in a timely manner, tracked according to standards and escalated as appropriate.
* Monitored and resolved assigned issues received through the Call-Tracking system.
* Acted as escalation point for Tier 2 advanced support.
* Responsible as \*primary\* support analyst for custom Applications and \*primary\* support analyst for standard Enterprise Applications.
* Installed vendor specific software and imaging of repaired or new workstations.

***Technical Environment:*** *MS Windows NT 4.0/2000/2003, MS Windows XP, MS Windows 2000, MS Outlook, Internet Explorer, Outlook Express, HP OpenView, MS/DOS, ADSL, TCP/IP, Network Cards, VPN.*

***Tier 2 Network and VOIP Support Analyst***

**Charter Communications** **2006 – 2008**

On a daily basis, this role assisted 20,000+ end users in an enterprise environment, responsible for resolving 100+ calls per day on various technical issues resolving with PCs, connectivity support, desktop support, video, VOIP, and software/hardware troubleshooting with a resolution rate of 85% on a daily basis.

* Supported over 20,000+ end users in tier 1 and tier 2 services that included telephone, high speed internet, charter music, networking, and video issues in an enterprise environment, troubleshooting 100 calls per day, utilizing Remedy to track, monitor, and escalate calls for technical resolution.
* Supported hardware, software, network, and Outlook issues via phone.
* Utilized VPN connectivity to support Windows PCs, workstations, Ethernet Protocols, Video & Sound Cards, Monitors, CD-ROM Drives, and IDE/EID­E/SCSI Hard Drives remotely.
* Managed and maintained Dell and IBM laptops and Dell desktops, trouble shooting connectivity, password, account, and no sound or video to inoperable peripherals.
* Resolved and troubleshot configuration software issues with MS Office, MS Outlook 2000/2003, Internet Explorer, and client/server based applications.
* Supported Windows 2000 and Windows XP operating systems on corporate and private computers while maintaining MS Office application, printers, scanners, PDAs, and Blackberry devices.
* Assisted remote users with dial-up using Analog and VPN resolving connectivity issues.
* Assisted employees on home based computers including troubleshooting of IP configurations for wireless users, and troubleshooting routers, hubs, and switches.
* Escalated assigned tickets that could not be resolved to other departments and field technician so that technical issues can be resolved in real time.
* Responsible to resolve customer service complaints to reduce truck rolls and increase the efficient use of the field work force through use of monitoring equipment, outbound calls, identification of area problems, assigning and dispatching.
* Made outbound calls to all customer 'trouble' appointments, resolves problems over the phone and cancel as many truck rolls as possible.
* Used all available monitoring equipment to proactively identify area problems; Notified and dispatched technicians to the site; canceled all associated truck rolls.
* Monitored the billing system for errors in appointments and moves, corrects, reassigns, or cancels the appointments to make better use of the work force.

***Technical Environment:*** *Windows XP/Vista, 2000 Pro, MS Office, MS Outlook, TCP/IP, MS Word, MS PowerPoint, MS Access, MS Excel, Internet Explorer, MS Access SQL, Oracle, VPN.*

***Service Desk Manager***

**Customer Direct** **2004 – 2006**

Responsible for Help desk tier 1, tier 1.5, tier 2, and the customer service teams which included connection issues, password resets, maintenance of user accounts, and other proprietary software packages. Working hands on as a manager, I was directly responsible for managing 63 to 75 employees, with four direct reports on a daily basis regarding support, training, disciplinary, and development. Supported end users for small to medium size companies running on Microsoft Windows XP and 2000, Microsoft Office 2003, Adobe Acrobat, MAC, Symantec Ghost, LaserJet printers, and MS Outlook.

* Developed an annual business plan and operating budget for the department and monitored the implementation of these to ensure that the financial targets are met.​
* Provided Tier3 support for end users and tier 1 and 2 agents. Using Admin roles for technical issues and resolving remote problems.
* Supported end users within small to medium size companies running on Windows XP and 2000, troubleshooting problems with PCs (both hardware and software), network connectivity issues, user account creations, deletions, maintenance, and password resets via phone.
* Provided connectivity troubleshooting, various software support, remote access, VPN, minor blackberry support, and networking prior to promotion.
* Provided real time support for tier 1 and tier 2 agents involving help desk problems from VPN access, connectivity, networking, email clients, virus removal, and basic troubleshooting.
* Provided support for High speed cable connections, DSL, dial up, wireless connections, and networking.
* Utilized extensive knowledge of MAC, MS Windows 95, 98, ME, MS NT 4.0, XP, and 2000 to troubleshoot PC related issues.
* Tracked tickets and calls using remedy ticketing system for all analysts in the call center.
* Assisted ends users on PC upgrades, configuring Outlook, and installing 3rd party applications to upgrading motherboards and hard drives in pc’s and laptops.
* Troubleshot connectivity issues using Internet Explorer and MS/DOS.
* Trained employees for help desk inbound calls involving multiple operating systems, basic and advanced troubleshooting steps, and overall call quality.
* Devolved agents on length of calls, call documentation, troubleshooting effectiveness, and call resolution.
* Created company policies and procedures governing corporate security, email and Internet usage, access control, and incident response.
* Designed and implemented customer call-center support procedures and customer network design strategy for sales and marketing teams.
* Recruited and trained new tier one help desk agents and care representatives.

***Technical Environment:*** *MS Windows NT 4.0/2000/2003, MS Windows XP, MS Windows 2000, MS Outlook, Internet Explorer, Outlook Express, Remedy Call Tracking, Mac OS 8.6 – 10.3, MS/DOS, ADSL, TCP/IP, Network Cards, VPN.*

**Education**:

Pursing Bachelor of Science, University of the People (Expected May 2017)

Pursing Project management professional Certification (Expected 2016)

Pursing HDI Support Center Manager Certification (Expected 2016)

Pursed Bachelor of Business Administration, Northwestern state university, LA 1995