

Steven J. Maglio

Summary

A+ and CCNA certified desktop support professional with expert knowledge of current PC technology that is sufficient to build computers, diagnose hardware problems and upgrade components. Advanced experience with Windows (95, 98/se, ME, 2000, XP) and MS Office (including Outlook under Exchange). Two years as desktop support analyst in an enterprise troubleshooting desktop and notebooks issues. Also worked directly on refreshing old hardware and deploying Windows 7. Eight years as a self-employed technical support analyst (consultant) specializing in PC based hardware and windows software; clientele varied from private residence to small business. Tasks ranged from basic antivirus/malware removal to PC builds suited for specific customer needs and small LAN design; has required some very basic Linux command line knowledge. Knowledge of client wireless network configuration. Organization skills that result in an IT environment that is streamlined and efficient.

Experience

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|--------------|--|-----------------|
| 2009-Present | Tech Data Corporation | Clearwater, FL |
| | <ul style="list-style-type: none">• Tech Data Corp. is a Fortune 500 distributor of technology and provider of third party logistics services. Vendor partners include Cisco, VMware, HP, Lexmark, Dell, Microsoft, Apple, Kingston, and many more.• Primary role was to perform tier 2 troubleshooting and resolution of issues with desktop and notebook computers. If further support was needed I escalated the issue and worked with tier 3 and above support.• Designed, configured, and led the rollout of Windows 7 to an entirely Windows XP environment. Included core build image design and creation, application compatibility resolution. Deployment utilized WDS via SCCM.• Worked with project lead and Lexmark engineers to configure and deploy a printer refresh using Lexmark MFPs and their Print Release product via a LDD server.• Responsible for diagnosing and repairing printers, fax machines and copiers, coordinated vendor support as required. | |
| 2005 | Cormark, Inc. | Des Plaines, IL |
| | <ul style="list-style-type: none">• Cormark, Inc. designs and supports custom and stock merchandising programs that provide value and growth for customers. Clients ranged from sporting goods to electronics, warehouse stores to specialty shops including Lowe's, Home Depot, Reebok, Nike Golf, Callaway Golf, and more.• Worked as desktop support with the responsibilities of diagnosing and resolving/repairing all hardware and software problems on desktop PCs and Macs. Supported 50+ employees, from administrative to executives. | |

- Took newly ordered PCs and installed all software required by the company for employees to perform their job (including the OS at times). This included MS Office, configuring Outlook (under Exchange), antivirus software, and sales order/inventory management software.
- Started with no previous corporate experience, but worked above and beyond the satisfaction of my supervisor.

2001-2007

Oberweis Dairy, Inc.

Bartlett, IL

- Oberweis Dairy is a retail/food service chain in the Midwest that operates a dairy and a series of stores.
- Began as an entry-level, part time food service employee during high-school and was promoted to Shift Manager within three years and continued to work seasonal periods during my Bachelor of Science program.
- As Shift Manager store-related responsibilities included opening/closing the store as the only manager on duty, cash management (drawers/safe), recording inventory, equipment maintenance, and customer service.
- As Shift Manager employee-related responsibilities included supervision of up to 7-10 employees during a shift. Assigned tasks, managed disputes, and taught employees how to provide superior customer service.

Education

- 2009 – M.S. Geochemistry, University of Nevada, Las Vegas
- 2007 – M.S. Geology, Northern Illinois University, DeKalb, IL
 - Taught entry-level and upper-level geology lab courses during this research program.
- 2005 – B.S. Geology, Northern Illinois University, DeKalb, IL

Other

- Experience gained in the academic community allows me to succinctly collect, organize, and present data/conclusions to a panel/person/committee in an efficient and professional manner.
- General curiosity of and interest in computer hardware and using technology to improve the efficiency of my life and work environment, and the environment of my employer.
- A desire to learn medium-large business network configuration, maintenance, and administration as well as general server operation and infrastructure.
- Own and have experience troubleshooting problems on Blackberries and various mobile devices.
- Cisco Certified Network Associate
- CompTIA A+ Certified Professional IT Technician