

Steven Parker

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NETWORK ADMINISTRATOR PROFESSIONAL SUMMARY

Trustworthy, Adaptable Network Administrator brings calm in the face of high-pressure IT situations. Known for my ability to fix nearly anything that plugs in, I'm the IT guy that can maintain a website, analyze new software options, integrate and administer servers and ensure all user's IT needs are met. IT is 99% boredom and 1% panic; blending my degree in psychology and expertise in technology I have a unique ability to address both the technology and human issues that arise when IT situations occur.

Network Administrator | Administrator on multiple servers simultaneously including SQL Server 2000, 2005, 2008 and 2012, Exchange 2003, 2007, 2010 Server, Windows 2003, 2008 and 2012 Servers

Adaptable IT Professional | 20+ years IT experience in software, hardware, MAC and PC earning first-ever "Excellent Customer Experience" award for Fortune 500 ISP technical support

Resourceful Technologist | Continuously focused on business needs; evaluated new IT software and provided cost benefit analysis for appropriate decision-making

PROFESSIONAL EXPERIENCE

Corporate Software Solutions | Chicago, IL **Senior Consultant**

2014 – 2017

- Worked side by side with CA UIM Architects in Fortune 500 monitoring implementation
- Certified as Pre-Sales Engineer by CA
- Helped to create xMatters integration probe
- Worked with a different Fortune 500 company to complete internal monitoring over a 6 month engagement and met and exceeded all timeline goals, including many extremely aggressive ones
- Worked with CSS OneView clients to create and enhance their Unified Monitoring Portal experience

YJT Solutions | Chicago, IL **Support Engineer I**

2011 – 2014

- Nimsoft implementation specialist. Traveled around the world implementing and training in the software
- One of only a few certified as Nimsoft Engineer, before they deprecated the certification
- Implement, Integrate and customize monitoring for Fortune 100 companies, monitoring thousands of servers
- Create custom dashboards to display the information gathered by Nimsoft in a useful, informative way
- Rolled out and maintained client portals which provided 24x7 real-time view into their infrastructure
- Completed several dozen consulting engagements to provide guidance to firms rolling out monitoring solutions

Shimer College | Chicago, IL

2009 – 2011

Data & Donor Services Administrator

- Reported to the CFO, managed all Information Technology needs for the College faculty and students.
- Management and administration for Windows 2003 Servers and SQL Server 2005 supporting 100+ users
- Ensure IT needs are met for 25 faculty and staff plus 120+ students in a dual PC and MAC environment
- Integrate and administer Google Apps for Education across the college
- Maintain Sage Fundraising 50 Database of 8.800+ donor contacts
- Serve as webmaster utilizing PaperThin's CommonSpot CMS to update and maintain site copy and data

Log Max, Inc. | Vancouver, WA

2007 – 2009

IT Manager

- Evaluated new IT software and provided cost/benefit analysis for management decision-making
- Oversaw 12 users, 4 servers – SQL, Exchange, Windows 2003, .NET and ensured IT needs were managed
- Conducted administration and maintenance on Windows Server 2003, SQL Server 2000, Exchange 2003 Server
- Managed ACT! 2006 database with 200+ client contacts
- Updated, maintained and refreshed company website using Microsoft .NET 2003

Stream, Inc. | Beaverton, OR

2007 – 2008

Technical Tier I Representative

- Responsible for Technical Support Troubleshooting for Fortune 500 ISP Client
- Handled 30-35 calls per day dealing with technical issues on router connectivity, eMail support and internet connection challenges
- Accountable for supporting Windows XP, Windows 2000, Max OSX and Mac OS9 operating systems
- Earned Two (2) “Excellent Customer Experience” awards; first representative ever to earn this award during training period

Office of the Texas State Chemist | College Station, TX

1999 – 2001

Microcomputer Specialist

- One of only two IT specialists to provide computer support for this 75-person department
- Served as primary point-of-contact for all support issues on network ware server support to windows server and pc server and remote support via VPN remote login
- Installed, troubleshot and repaired desktop and laptop computer equipment
- Created over 85 new user accounts and managed accounts to ensure network security
- Upgraded, installed and integrated Windows NT 4.0 Server, Netware 4.12 and Workstation operating systems and Windows 95 software

MicroAge Computers | College Station, TX

1996 – 1999

PC Bench Technician

- Provided on-site technical support for 40+ customers per month
- Diagnosed software and hardware system errors for an average of 50 walk-in customers per month
- Achieved 90% customer satisfaction as the only Compaq certified technician with ranking of 5 out of 5
- Promoted three times during tenure from Computer Builder to Technician and PC Bench Technician

EDUCATION & TRAINING

Bachelor of Arts | *Major: Psychology* | University of Texas San Antonio
Minor: Information Systems | Summa Cum Laude | 4.0 GPA

Instructor | CA Nimsoft/UIM | Administration, Engineering, Advanced Dashboarding/Portal Design
Microsoft Certified System Engineer (MCSE) | Windows NT 4.0
Instruction Leader | Introduction to Psychology | University of Texas San Antonio

TECHNICAL SKILLS & LANGUAGES

Languages: Arabic: Fluent and Conversational

Software

- Windows 3.1, 3.11, 95 98, NT 4.0 Workstation, XP, Vista, Windows7 and Server, 2000, 2003, 2008, 2012
- Proficient in Linux, mostly in CentOS/RHEL
- Microsoft Office 2003, 2007, 2010, 2013
Word, Excel, PowerPoint, Visio
- Visual Studio .NET
- Microsoft Exchange 2003
- Google Application Education Administration
- Common Spot website CMS
- Proficient in SQL Administration and queries
- SQL Server 2000, 2005, 2008, 2012
- Experienced programming in Java
- NetWare 4.11 and 5.1
- Active Directory in Windows Server 2003, 2008, 2012
- SQL Server 2000, 2005, 2008, 2012
- Exchange user accounts
- Active Directory user rights
- CA Nimsoft Server Monitoring Solution versions 5.1, 5.51, 5.61, 6.0, 6.5
- Nimsoft Monitoring Portal versions: Enterprise Console, SDP, UMP
- Jaspersoft integration with Nimsoft Unified Reporter
- Scripting using Lua language