

# Steve Wassef

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## Overview

- Customer service driven, hard working, resourceful, information technology professional looking for an opportunity to do something
- Skilled IT professional with a variety of desktop/server OS
  - Microsoft Windows (NT4-Win7, Server 2003-2008R2)
  - MacOS X (10.1-10.6)
  - Ubuntu Linux (7.10-10.10)

<b>Key Words</b>
<a href="#">windows</a> <a href="#">wayne</a> <a href="#">state</a> <a href="#">university</a> <a href="#">lab</a> <a href="#">support</a> <a href="#">c&amp;it</a> <a href="#">computer</a> <a href="#">certified</a> <a href="#">served</a> <a href="#">student</a> <a href="#">duties</a> <a href="#">mac</a> <a href="#">microsoft</a> <a href="#">os</a> <a href="#">experience</a> <a href="#">applications</a>
<b>Alternate Languages</b>
<a href="#">العربية</a>
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## Objective

- To deliver quality IT service with a smile to my customers using the latest and greatest technology available at the lowest cost possible.

## Education

1992-1996	<b>Wayne State University</b> Bachelor of Science, Biological Sciences	Detroit, MI
1988-1992	<b>Troy Athens High School</b> High School Diploma with Distinction	Troy, MI

## Employment History

05/10-Present	<b>Wayne State University</b> Senior Systems Administrator, Computing and Information Technology, Customer Services	Detroit, MI
	<ul style="list-style-type: none"><li>• Duties include but are not limited to desktop support and server support for a variety of campus departments. Operating systems supported include Windows XP, Windows 7, Mac OS X, and limited Linux support.</li></ul>	
08/00-05/10	<b>Wayne State University</b> Help Desk Supervisor, Computing and Information Technology, PC Clinic	Detroit, MI
	<ul style="list-style-type: none"><li>• Duties included hiring/training/scheduling of up to twelve student PC Clinic/Front Counter technicians. We take check-ins and configure computers for WSU Wi-Fi (WSU and WSU-SECURE), ResNet support remote and on-site, Virus/Malware remediation, mobile calendar and e-mail sync., and various other computing services at Wayne State.</li><li>• I have had extensive experience with Windows XP, Vista, and 7 as well as Mac OS X. I have much troubleshooting experience on a variety of connectivity and application issues with both mainstream operating systems (Windows/Mac OS). I also have some experience with Ubuntu Linux. I have extensive knowledge of AppWorx, Banner, Blackboard, CallTracker, CC-MIS, Cognos, kb.wayne.edu, Pipeline, WayneConnect, and other WSU systems.</li></ul>	
08/98-08/00	<b>Wayne State University</b> Applications Specialist III, WSU Libraries, Undergraduate Library	Detroit, MI
	<ul style="list-style-type: none"><li>• Duties included Co-Administration of the Microsoft Windows NT 4.0 Servers, NT 3.51 Servers, Sun Solaris Server Macintosh Server, Windows NT 4.0 Workstations, Mac OS Workstations, Neoware Network Computers. I supervised 25 student computer lab assistants in maintaining the computers in the Undergraduate Library. I also served as the C&amp;IT Liaison at the Undergraduate Library.</li></ul>	
08/97-08/98	<b>Wayne State University</b> Applications Specialist III, WSU Computing and Information Technology Customer Services	Detroit, MI
	<ul style="list-style-type: none"><li>• Duties included Novell IntraNetwork 4.11, Macintosh Computers, and Windows 95 Clients. I was the webmaster for the C&amp;IT General Purpose Computer Labs. In addition to that I was the Lab Supervisor of 25 student computer lab assistants. I also served as a C&amp;IT Help Desk Consultant.</li></ul>	
06/97-08/97	<b>Wayne State University</b> Laboratory Supervisor, WSU Computing and Information Technology, Customer Services	Detroit, MI
	<ul style="list-style-type: none"><li>• Helped maintain the servers with the Applications Specialist III and supervised 25 student computer lab assistants. I also served as a C&amp;IT Help Desk Consultant.</li></ul>	

08/95-06/97

## **Wayne State University**

Detroit, MI

Student Computer Lab Manager

- I helped the Lab Supervisor and Lab Coordinator manage the C&IT General Purpose Computer Labs. Applications support for end users. Applications ranged from e-mail to Microsoft Office and Internet browsing. I also served as a C&IT Help Desk Consultant.

08/91-05/96

## **T.J. Maxx**

Rochester Hills, MI

Head Cashier

- Head Cashier at the service desk, layaway, jewelry, sales associate in most of the departments of the store.

## **Certifications, Affiliations, Hobbies and Interests**

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- I am A Plus 2009 Certified (Aug. 2009). I am ITIL Support Center Manager Certified as of Jan. 2007, Support Center Analyst Certified as of Feb. 2007). I am an active member and presenter at ACM SIGUCCS conferences since 2001; on several listservs for ResNet, SIGUCCS. I own/maintainer of the PCClinic listserv which includes people from outside of WSU. I am a PADI certified Open Water SCUBA Diver (2003). I enjoy all aspects of photography. I enjoy many aspects of computing including professional social networking (LinkedIn, Plaxo) as well as personal social networking (Facebook). I also like whitewater rafting, basketball, swimming, skiing, billiards, and bowling.

## **Languages**

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- I fluently speak/understand spoken Arabic, I can read Arabic as well. I can also speak/understand French and Spanish (taken as a foreign language in high school and college).

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