Steve Wassef

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248-629-0611

P.c

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)

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	**Wayne State University**	Detroit, MI
	Bachelor of Science, Biological Sciences	
1988-1992	**Troy Athens High School**	Troy, MI
	High School Diploma with Distinction	

Employment History

05/10-Present **Wayne State University** Detroit, MI

Senior Systems Administrator, Computing and Information Technology, Customer Services

- 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.

08/00-05/10 **Wayne State University** Detroit, MI

Help Desk Supervisor, Computing and Information Technology, PC Clinic

- 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.
- 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 Ubunutu Linux. I have extensive knowledge of AppWorx, Banner, Blackboard, CallTracker, CC-MIS, Cognos, kb.wayne.edu, Pipeline, WayneConnect, and other WSU systems.

08/98-08/00 **Wayne State University** Detroit, MI

Applications Specialist III, WSU Libraries, Undergraduate Library

- 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&IT Liason at the Undergraduate Library.

08/97-08/98 **Wayne State University** Detroit, MI

Applications Specialist III, WSU Computing and Information Technology Customer Services

- Duties included Novell IntraNetware 4.11, Macintosh Computers, and Windows 95 Clients. I was the webmaster for the C&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&IT Help Desk Consultant.

06/97-08/97 **Wayne State University** Detroit, MI

Laboratory Supervisor, WSU Computing and Information Technology, Customer Services

- Helped maintain the servers with the Applications Specialist III and supervised 25 student computer lab assistants. I also served as a C&IT Help Desk Consultant.

| 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

- 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

- 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).