

# Stephen A. Holland

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## Summary Statement

Professional with over eight years of experience in computer support including computer networking, operation system upgrades and updates, network security, and hardware maintenance. Additionally, professional with excellent communication skills, dependable and quick learner especially of new technologies.

## Skills and Qualifications

- Operating Systems: Mac OS X, Windows XP/7, and basic Linux.
- Productivity Software: MS Office (2007- 2010), Quick Books and Dreamweaver MX
- PC and Mac troubleshooting and maintenance
- Setup up wire and wireless networks (including fiber optic)
- Experience with mobile devices such as tablets, PDAs, Smartphones and similar

## Education

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| <b>A.S. Computer Networking Systems</b><br>ITT Technical Institute, Pinellas Park, FL                          | 1 year of College<br>2008 – 2009 |
| <b>Fiber Optics and Copper Based Certifications</b><br>Pinellas Technical Education Center, St. Petersburg, FL | Feb. 2002                        |

## Work Experience

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| <b>Technician Coordinator</b> , StormDesigns, Inc, St. Petersburg, FL  | 2004 – Present |
| <ul style="list-style-type: none"><li>• Set up equipment for user, including proper installation of cables, operating systems, or appropriate software.</li><li>• Conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support. Use technical manual as needed.</li><li>• Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.</li><li>• Refer major hardware or software problems or defective products to vendors or technicians for service.</li></ul> |                |
| <b>Event Security</b> , Sentry Events Services, Inc, St. Petersburg, FL  | 2006 – 2007    |
| <ul style="list-style-type: none"><li>• Checked and authorized entrance and departure of customers, visitors, and other persons into the event facility. Operated Magnetometer equipment as needed.</li><li>• Monitored event areas to ensure safety and crowd control.</li><li>• Checked for customers and their possessions and searched vehicles.</li></ul>   |                |
| <b>Usher</b> , Regal Entertainment Group, Pinellas Park FL   | 2005 – 2006    |
| <ul style="list-style-type: none"><li>• Sell and collect admission tickets and passes from patrons during movie time.</li><li>• Provided excellent customer service for over 100 patrons each day.</li><li>• Maintained order and ensure quality of the facility, concessions, movie experience and safety of customers.</li></ul>   |                |
| <b>Front Services Clerk</b> , Publix Supermarket, St. Petersburg, FL   | 2002 - 2003    |
| <ul style="list-style-type: none"><li>• Focused on providing excellent customer service to supermarket patrons.</li><li>• Packed groceries and worked as a shopping cart attendant.</li></ul>  |                |

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