

Steven Olivier

Objective

I aspire to become a Cloud Administrator or work in an environment where I am exposed to the multiple facets of Cloud Engineering. My studies have focused on Azure Administration with the intent of achieving CompTIA Cloud+ as well. I strive to always expand my knowledge and develop my skills to remain prepared for managing current and new infrastructures for businesses.

Experience

SEPT 2023 - PRESENT

Stargel Office Solutions (MSP), Houston - *Managed Services Engineer*

- Layer 4 Support for Windows and Mac Computers, Windows Servers in both medium and Enterprise-level businesses, including on-site support
- Manage user accounts in both Active Directory and Microsoft Entra environments.
- Remote desktop management using Connectwise, Collabrace, and TeamViewer environments
- Install and mitigate cybersecurity using SentinelOne
- Administer Fortigate and Sonicwall Firewalls, including VPN and DHCP configuration
- Backup and restore documents using Datto Alto and Sirius devices and web-management tools
- Conduct network assessments for new clients including inventory of computers and network devices
- Create and update documentation in Docuware for troubleshooting or user configuration
- Resolve Toshiba and HP Printer issues through remote connection via Teamviewer
- Achievements:
 - Network+ and Server+ certifications
 - Kaseya Certified Administrator in Datto BCDR
 - Fortinet Certified Associate in Cybersecurity
 - Troubleshoot Unifi Access Point connections for two of our clients, including confirmation of dead connection
 - Configured new Unifi access points and Cloud receivers for a Clear Lake-based clinic
 - Corrected a major issue where three clients couldn't communicate with DNS due to SentinelOne agent detecting McAfee as a virus; restored connections in SentinelOne management portal

AUG 2019-AUG 2023

Centre Technologies (MSP), Houston - *IT Support Technician*

- Tier 1 and Tier 2 support for Windows machines and Servers for up to 100 clients around the world using Connectwise
- Manage and configure Cisco Meraki switches and firewalls for our remote clients
- Collaborate with team members using Microsoft Teams
- Primary on-site Help Desk representative for Sheridan Production, an oil-and-gas environment in the Galleria area and Carthage
- Install and configure Okta for User sign-in; manage user accounts in Okta Administrator

- Reset and troubleshoot Okta access for clients in an oil-and-gas environment in the Galleria area Managed user sign-ins by installing and configuring Okta. Administered user accounts within the Okta Administrator platform
- Provided support for Okta access issues, resetting and troubleshooting client problems in an oil-and-gas environment located in the Galleria area.
- Member of on-site Help Desk team at Aramco Americas in the Allen Center in downtown Houston
- Create and troubleshoot virtual servers in VSphere and EXi 5.0-6.0,, virtual profiles in Citrix
- Administer onboarding computers in Intune environment
- Configure and maintain Microsoft Entra accounts including password and role management for users
- Achievements:
 - MD-102 Microsoft Endpoint Administrator
 - AZ-104 Azure Administrator Associate
 - Integrated laptops and desktops to Microsoft Intune via uploading Service IDs to Endpoint Admin Center
 - Added Cisco Meraki firewall and switch to our Management portal using registration and IP addressing
 - Resolved an Oracle Java issue by discovering and removing a string of code that complicated communications with recent Windows updates
 - Updated local documentation of Network and common issues regarding software in the Sheridan Production file folder
 - Prepared company computers at LJI for a new software upgrade, including adding new computers to the local PXE environment

MAY 2017 - AUG 2019

Datavox (MSP), Houston - Help Desk Specialist

- Troubleshoot and configure Avaya telephony systems using LogMeIn and Cisco WebEx remote agents
- Resolve issues with Windows 7-10 computers using Kaseya remote management
- Manage Microsoft 365 and Active Directory accounts for clients throughout the Houston area
- Provide Tier 1 and Tier 2 Help Desk service in Small and Medium business infrastructures
- Achievements:
 - Cisco CCENT Certification
 - Cisco Meraki Network Associate

Education

AUG 2008 - MAY 2013

Texas A&M University, College Station, TX - English - Creative Writing

Training

- **Signal Corps Basic Officer Leadership Course, Ft. Gordon, Augusta, GA - United States Army**
- **Cisco Networking Academy - Houston Community College**
- **Cisco Certified Meraki Networking Associate - Houston**

Certifications

Azure Administrator Associate (AZ-104) · Azure Endpoint Administrator (MD-102) · Microsoft AI Fundamentals (AI-900) · Fortinet Certified Associate in Cybersecurity · Kaseya Certified Administrator in Datto BCDR · CompTIA Server+ · CompTIA Network+