

Steven A. Begin

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Qualifications

Driven by extraordinary organizational and analytical skills, I consider myself to be an innovative, self-starting, hard-working, excellence-striving administrative professional with superior computer skills. Through military discipline, I have additionally acquired invaluable management, training, leadership and social skills atypically having coworkers among various sociological and economic categories.

Work History

2013 – 2017 Software Developer, Cru

Assisted in team Development of Web-Based Software for headquarters and for multi-language international field use. This software facilitated strategic objectives via providing personnel workflow collaboration of complex financial and logistical needs toward ultimately funding the entire lifecycle of projects it helped validate complied with organizational objectives. For this, as well as more software pertaining to Marketing's product pricing changes and Information Technology's account and equipment setup management, leveraged Microsoft MVC using Visual Studio while implementing code using HTML, CSS3, JavaScript, C#, .NET, as well as developing queries, stored procedures and other database objects within Oracle PL/SQL and MSSQL Server, and lastly that of employing the Outsystems PaaS. Further coded the streamlining of automated processes facilitating the extraction of data traditionally served in our longer-standing Delphi and Crystal Reports application; this was via coding e-mail-requested and-schedule-triggered dynamic-data outputted into common MS Office suite reports generated for local and satellite domestic offices, as well as automating similar extractions uploaded via FTP concerning data pertinent to our robust organizational multi-language, multi-national international phone app. As needed, resorted to previous system administration tasks in helping coordinate set up of our local internal test servers, and even our production server in the cloud with Amazon Web Services (AWS) along with its necessary CSR certificate, SSL certificate, domain purchases, and its secure plus private positioning over our WAN and Site-to-Site VPN, while ensuring server side that IIS was properly configured for secure routing from point to point, and creating and managing an ongoing strategy for periodic system update patching. Finally, regularly provided stand-by support during mission critical system use.

1999 – 2013 Help Desk Coordinator, Desktop Services Technician, and Computer Technician 1 and 2, Computer Database Specialist, Cru

Provided team leadership while coordinating customer service in Help Desk phone and remote response, local-computer installation and troubleshooting, extensive office-wide software training, and its license administration. Helped establish and /or administrate complex user access needs including SSO, Relay, PeopleSoft, Goldmine, Novell, Microsoft Active Directory and Exchange, and ultimately Google cloud services into which I migrated company user accounts and conference-room resource data. Mitigated dynamic routing of internal vs. external service requests via configuring IIS through ISAPI Rewrite. Ascertained and implemented a vast Information Technology lifecycle suite of products for which I became a certified engineer ("ACE"). Leveraged the same toward large-scale multicast computer deployments (operating systems and complete images), software metering, license administration,

remote-control management, and hardware inventory. Engaged in additional Systems Administration roles beyond Altiris Deployment Server, administrating SCCM deployments, Microsoft Group policy administration (GPOs via GPMC), batch-file scripting, plus that of ensuring proper access / configuration of Voicemail, Print, and File Servers, and Remote Management via Citrix, Bomgar, and VPNs. Beyond domestic tasks, also occasionally carried out international organizational tasks, e.g. in Central America, Africa, and Asia.

1998-1999 Account Executive, Household Finance Company

Efforts resulted in high-regional standing while accumulating Loan Account Gain via the origination, processing, and follow through on personal loans, home equity loans, first and second trust deeds, and insurance sales.

1993-1998 Assistant Dining Facility Manager / Subsistence Supply Clerk, US Marine Corps

Exercised strong supervision, training, and personnel/business management skills via years of directing various department responsible for ordering, receiving, inspecting, and maintaining computerized financial accounting records for subsistence/property inventories within stringent governmental budget and health parameters. Efforts while successfully working among civilian and military personnel of several ethnicities directly resulted in successive achievement as “Best Quarterly Dining Facility” of Camp Pendleton, of Okinawa, and Korea.

1990-1993 Data Entry Clerk/Administrative Assistant, Value Center

Developed and monitored maintenance system for client account data upkeep. Responsibilities included software analyses, extensive numeric/text data entry, word processing, plus database and spreadsheet management.

1990-1991 Computer Programmer, C&C Water Well Drilling Company

Independently designed innovative inventory and service management software to facilitate a reduction in workload, enabling the saving of valuable company labor hours, and facilitating prompt and efficient customer service.

EDUCATION

Various training and credentials during this time have included:

- High-school diploma, Fitzgerald High School, Warren, MI 1992
- Subsistence Accounting certification, United States Marine Corps, CLNC 1993
- 1st Year Business Administration, Eastern Michigan University 1993-4
- General Naval Reserve Officer Training Courses, University of Michigan 1993-4
- Life Insurance, Unemployment Insurance, and Notary training (MI & CA) 1998-9
- Customer Service; Management; MS Office courses, New Horizons, Santa Ana, CA 2000-4
- Altiris Certified Engineer, Altiris, Lindon, UT 2000
- A+ Certification, CompTIA, Anaheim, CA 2003
- ICTP, Institute Consortium Technology Professionals (CCNA & MCSE courses), Anaheim, CA 2004
- Outsystems, Outsystems Developer Online Class, out of Lisbon, Portugal 2016
- Coder Foundry, Full-stack immersive (web development training), Kernersville, NC 2017