
STEVEN H. FIFE

(512) 848-8928

Wolf@WolfGroup.biz

I am a "hands-on" A+ certified professional with experience including PC build, repair and maintenance; network administration and support; customer service; credit/collections; record keeping and staff supervision. My organizational skills are excellent, and I have a fine eye for detail. I am very much at home in electronic office environments, both PC and mainframe, with a high level of proficiency in many software packages.

I am seeking a position in a progressive firm with growth potential. My strengths include problem solving skills developed by many years of dealing with people and machines and the ability to learn new processes and procedures quickly. My superior work ethic and understanding of standard good business practices assure consistent, quality production.

EMPLOYMENT

The Wolf Group (Self-Employed)
<http://www.wolfgroup.biz>
Agency assignments and contract projects for corporations and small businesses in Austin and Houston

Consultant : PC, Network, Workstation & Peripherals installation, setup, & troubleshooting; Network administration; Data migration; Software testing & evaluation; Internet & eMail management.
(10/98 to 10/99 - 08/00 to 08/04 – 01/08 to Present)

Dell, Inc.
Gold Technical Support
2401 Greenlawn Blvd., Bldg. 7
Round Rock, Texas 78682

Technical Support : Gold Support, Escalations. Dell desktop & portable systems, as well as peripherals; Supporting hardware, software & operating systems; Resolving escalated issues to assure Customer Satisfaction.
(*Spherion at Dell* 08/04 to 03/05) (*Dell, Inc.* 03/05 to 12/07)

Census 2000
Department of Commerce
Bureau of the Census
300 E. 8th Street, Room G-151
Austin, TX 78701

Automation Technician : Manage and Maintain Windows/Novell network for Local Census Office; Supervise Personnel, Payroll and Operations data entry workflow; Implement upgrades; Schedule & verify backups; Projects management. (10/99 to 08/00)

Texas Dept. of Transportation
118 E. Riverside Drive
Austin, TX 78704
A-Temps / Advantage Temporaries

Automation Technician: Contract assignment through *A-Temps*; Maintenance and upgrade of hardware & software for multi-server Novell Intranet + WIN NT network system servicing Right Of Way Division statewide. (02/98 to 10/98)

Unisys
4544 S. Lamar #450
Austin, TX 78745
Adecco Technical Services

Support Desk Agent : Contract assignment through *Adecco*; Hardware & software phone support for DOS, Win 3.x & 95 based computer systems with proprietary multifunction insurance and data programs & MS Office. (10/97 to 01/98)

EDUCATION

Austin Community College
Austin Safety Training Consortium
Dupont Photomasking, Inc.
Kennesaw College - Kennesaw, GA
U.S. Coast Guard

MicroComputer Technology
Safety & Health Awareness Training
Clean Room Protocol Training
Mathematics, Computer Sciences
Honorable Discharge
