

Steven Godlewski



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PROFESSIONAL SUMMARY

Dynamic, results-driven professional offering a diversified background in the information technology field, including educational software development, troubleshooting, employee training and development, and product launch. Solid technical acumen serves as the foundation to ascertain needs and goals, to implement viable solutions, and to follow through with successful direction, development, and accomplishments. Seeks to apply interpersonal skills, technical proficiencies, and commitment to excellence to a position offering opportunities for professional challenge and ability to contribute to organizational growth.

EDUCATION

1997-2000 University of Phoenix, Maitland, FL
Bachelors, Information Systems

1998 -1998 University of Phoenix, Orlando, FL

Microsoft Certified System Engineer GPA 4.0

NT 4.0 Server, NT 4.0 Workstation, NT 4.0 Enterprise, Networking Essentials, TCP/IP,
Internet Information Server 4.0

1996-1997 Florida Metropolitan University, Orlando, FL
Bachelors, Information Systems

1984-1990 U.S. Marine Corps, El Toro, CA

Avionics Fundamentals, Basic Electricity and Electronics, Avionics Technician Course, Micrologic Devices,
Automatic Direction Finder Repair Course, Transceiver Repair Course.

PROFESSIONAL SKILLS

Microsoft Certified System Engineer (NT 4.0 Specialist)

Microsoft Certified TCP/IP

Microsoft Certified Networking Essentials

Microsoft Certified Windows NT 4.0 Server

Microsoft Certified Windows NT 4.0 Workstation

Microsoft Certified Windows NT 4.0 Server in the Enterprise

Microsoft Certified Internet Information Server 4.0

DOS, Windows 3.1, Windows 95, Windows 98, Windows 2000, Microsoft Word, Excel, PowerPoint, Access, Adobe
PhotoShop, Adobe Premier, Authorware, Director 6, Hardware/Software Troubleshooting & Installation, HTML,
Animator Studio, FrontPage, Dreamweaver, Flash, Oracle, Broadvision

WORK EXPERIENCE

Computer:

- * Deploy and support Oracle 11.0.3 CRM, Service, HR, Finance Applications
- * Support 6-node 450 client Windows 95/98/NT Macintosh Network.
- * Configure and support TCP/IP on Windows 95/98/NT Macintosh Network.
- * Assemble, configure, and support 95/98/NT workstations.
- * Assess and resolve end user problems and complaints.
- * Configure and support exchange server clients.
- * Train personnel on various computer programs and supervise progress, especially new users.
- * Provide Support for all Microsoft, InfoSource, Lotus and WordPerfect, Oracle, Broadvision, Documentum, IMAP & POP3 mail, applications.
- * Read and interpret manufacturers' technical manuals.



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- * Developed computer based training courses for the following applications: Windows NT 4.0, Microsoft Exchange, WordPerfect 8.0, Windows 95, Windows 98, Access, Excel, Word, PowerPoint, Outlook, Lotus 1-2-3, Internet Explorer 4.0, Netscape Navigator.
- * Tier Three support for all issues Hardware, Software, Customer complaints, domestic and international customers.
- * Developed Multimedia software and involved in all aspects of production.
- * Perform Alpha and Beta testing on over 35 software titles.
- * Use of specialized & common software to produce 3 dimensional wireframes.
- * Product demonstration of above software.
- * Train personnel on various computer programs and supervise progress, especially new developers.

Management:

- * Recruit, supervise and train staff (up to eighty-five personnel).
- * Created and managed 18 member team from a support staff of 3 while increasing user base from 60 to 500 employees in one year.
- * Manage separate support teams for Help Desk, Hardware, Training, Application Specialists, and Sales Support while diversifying locations from 1 to 6 in one year.
- * Manage and supervise up to 15 software developers.
- * Coordinate all software developers for release of new titles, assign testing personnel, and determine if computer based training material is ready for release.
- * Establish and implement PC policies, procedures and standards, and ensure their conformance with IT goals and procedures.
- * Project coordinator of all CBT titles in development.
- * Direct activities of employees. Evaluate staff and counsel on areas requiring improvement.
- * Assess and resolve customer problems and complaints.
- * Prepare schedules for training and work shifts.
- * Coordinate closely with senior managers to plan promotional events.
- * Meet with vendors to purchase equipment and supplies.
- * Train personnel on various computer programs and supervise progress.

<u>Unext.com</u> Director, Information Services	1999-Present
<u>InfoSource, Inc.</u> Network Support Specialist/ Desktop Applications Team Leader/Senior Software Developer	1996-1999
<u>Walt Disney World</u> Cast Member	1995-1996
<u>L&N Uniform Supply Co.</u> Sales Representative	1992-1995
<u>Chester Drawers Nightclub & Restaurant</u> Manager	1990-1992
<u>U.S. Marine Corps</u> Avionics Repair Technician	1984-1990

AWARDS AND ACCOMPLISHMENTS

Department written up in the company newsletter 3 times in one year.
 Four-time Letter of Appreciation Award winner, United States Marine Corps
 Two-time Good Conduct Medal Award, United States Marine Corps
 Two-time Meritorious Unit Commendations, United States Marine Corps
 Six-time 5-Star Award, Walt Disney World, for outstanding customer relations