

Steven McCauley

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Portfolio: <http://www.steven-mccauley.com/>

Github: <https://github.com/steven-mccauley>

PROFESSIONAL SUMMARY

Experienced IT professional with four years in high-volume enterprise environments, specializing in incident management, user provisioning, and technical troubleshooting. Certified in CCNA, Security+, and Network+, I bring a strong foundation in networking protocols and infrastructure operations. I excel in managing ticket queues, prioritizing critical issues, and collaborating with cross-functional teams to ensure uptime. My goal is to transition into a NOC role, contributing to network monitoring, incident response, and infrastructure reliability.

CERTIFICATIONS

- Security+
- Network+
- CCNA
- AWS Fundamentals
- Willing to obtain additional certifications

EXPERIENCE

Service Desk Tech I, Netsmart Technologies Inc.

Jan 2024 - Present

- In my role at Netsmart, I manage ticket queues and handle user provisioning, including Active Directory and Okta, ensuring users are ready before their start dates. I troubleshoot a wide range of IT issues—authentication, hardware, software—and balance high volumes of calls. I document incidents thoroughly and work with senior teams when escalation is required, ensuring operational continuity.

Service Desk Tech, ePlus Technologies Inc.

Sept 2022 – Dec 2023

- At ePlus, I provided L1 technical support in a fast-paced environment, handling up to 50 calls per shift for large clients like Texas Children's Hospital. I resolved issues ranging from Active Directory and workstation troubleshooting to broader IT support needs, building a strong foundation in customer-facing IT service.

EDUCATION

B.S. Accounting

Southern New Hampshire University (2021-2026)

- Senior student with 90 credits

Cybersecurity Bootcamp (2021-2022)

- Certificate earned