

Michael Schepker

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PROFESSIONAL SUMMARY

Information Technology Professional with over 5 years experience in the technology field. I have experience operating maintain, and supporting Windows 2003/2008 Server, XP, Vista, and 7 as well as Mac OSX. Over the years I have provided technical support for all levels of users, non-technical people, and management. I have also built or maintained many websites using Content Management Systems (such as DotNetNuke and WordPress), HTML and CSS.

PROFESSIONAL EXPERIENCE

SMB CREATIVE GROUP - St. Charles, MO - 01/2006 – 08/2007, 06/2008 – 09/2011 *Support Lead/ Web Design*

- Successfully managed Tier 1 and 2 support base for a business/church website CMS.
- Created a library of tutorials and documentation for our staff and customers.
- Ensured quality functionality of the servers using MS Server 2003 and 2008 R2.
 - Windows Server Duties included:
 - Managing updates to servers (web, SQL, and Active Directory).
 - Microsoft Management Console (MMC).
 - Adding users to Active Directory.
 - IIS 6, 7, 7.5
 - Basic Duties within SQL Server included:
 - Adding users to databases in relation to Active Directory.
 - Table and record modification.
- Created new website domains in Plesk server software, IIS to configure the domains and applications, Active Directory to create/configure user permissions, MS SQL 2008 R2 to configure the database and assign user permissions
- Designed websites using a CMS in coordination with HTML, and CSS.
- Photoshopped graphic logos and image manipulation.
- Guaranteed day in and day out customer satisfaction.
- Hosted weekly online training sessions with many groups of clients using GoToMeeting.

Environment: MS Server 2003, MS Server 2008 R2, MS SQL 2008 R2, Active Directory, Plesk Server Software, IIS, Adobe Photoshop CS5, Adobe Dreamweaver CS5, Salesforce CRM, Zendesk, VMware, GoToMeeting, FTP, SFTP.

FORT ZUMWALT SCHOOL DISTRICT – St. Peters, MO - 08/2007 - 06/2008

In School Suspension Teacher

- Taught subject matter to at-risk students.
- Headed after-school tutoring program.

E-BACKUPS – Maryland Heights, MO - 05/2005 - 12/2005

Technical Support and Customer Service

- Provided support for customers/partners of e-Backups online backup service.
- Maintained company website.
- Provisioned new accounts for customers and partners.
- Oversaw and conducted weekly trainings with e-Backups partners.
- Provided Tier 1 technical support for e-Backups customers.
- Maintained websites for River City Internet Group's (parent company of e-Backups) various ventures.

Environment: Windows XP, Novastor backup software, Adobe Dreamweaver, GoToMeeting, FTP, SFTP.

COMPUTER SERVICES – MISSOURI STATE UNIVERSITY - Springfield, MO - 08/2003 - 05/2005

Computer Services User Support

- Provided desktop support for students/faculty for a variety of software and hardware.
- Created new student accounts.

Environment: Windows XP, Server 2000, Mac OSX, Photoshop, Microsoft Office Suite, Exchange, Outlook Web Access.

EDUCATION

- Bachelor's Degree. History Education (December, 2005)
- Missouri State University - Springfield, MO