

# Steven Chang

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## WORK EXPERIENCE

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### Client Support Technician

January 2023 – Present

*Division of Information Technology @ Stony Brook University*

*Stony Brook, NY*

- Delivered IT support to a 30,000+ customer base via walk-in, help desk, and field support, resolving hardware, software, and account-related issues using TeamDynamix ITSM
- Deployed and reimaged 500+ university owned laptops using Windows Autopilot, Jamf, and Symantec Ghost, reducing setup time from 2 hours to 30 minutes
- Trained 20+ new interns per semester, developing 10+ knowledge articles to streamline IT support processes

### Digital Technology Intern

June 2024 – August 2024

*Arup*

*New York City, NY*

- Managed 300+ endpoints using Microsoft Intune, Entra ID, and Active Directory by resolving 50+ account and access issues monthly, achieving 90% device compliance with organization policies
- Resolved 100+ support tickets monthly via ServiceNow, maintaining a 24-hour SLA for hardware, software, and network issues
- Migrated 50+ remote workstation servers to Windows 11, configuring static IP, gateway, and DNS settings to reduce downtime by 20% and improve network reliability

### IT Specialist

July 2022 – January 2023

*Liberty Home Guard*

*Brooklyn, NY*

- Automated onboarding for 75+ new hires using UIPath, reducing process time from 1 hour to 20 minutes
- Provided onsite IT support to 50+ employees, resolving 20+ tickets weekly for password resets, network issues, and hardware/software troubleshooting
- Conducted QA testing for website updates through Jira, logging an average of 15 issues per sprint

## SKILLS

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**Software:** Windows 10/11, macOS, Microsoft Office, Google Workspace, Active Directory, ServiceNow, Jamf

**Hardware & Networking:** Desktop/Laptop Imaging and Deployment, DNS, TCP/IP, VPN Configuration, Basic Network Troubleshooting

**Cloud:** AWS Amplify, DynamoDB, Lambda, API Gateway, Azure Virtual Desktop, Microsoft Intune, Entra ID

## PROJECTS

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**Virtual IT Environment Lab** | *Active Directory, VMWare Workstation, Group Policy*

March 2025

- Implemented multi-VM Active Directory environment with isolated department networks, configured domain controller, security groups, and group policies using VMware Workstation
- Published technical documentation online detailing server configuration and network/security implementations

**Cloud-Hosted Resume Website** | *AWS: Amplify, DynamoDB, Lambda, API Gateway*

February 2025

- Built a serverless web application on AWS with HTML/CSS front-end and custom domain hosted through Amplify
- Developed a visitor counter using API Gateway, Lambda functions, and DynamoDB for scalable database

## EXTRACURRICULAR ACTIVITIES

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### Historian

January 2022 – Present

*ChinaBlue*

*Stony Brook, NY*

- Managed a digital archive of 7,000+ photos, ensuring data redundancy via Google Drive and local backups
- Captured and edited 3,500+ images/videos annually, boosting social media follower count by 40%

## EDUCATION

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### Stony Brook University

Stony Brook, NY

*Bachelor of Science in Technological Systems Management*

*August 2021 – May 2025*

**Relevant Coursework:** System Administration, Computer Networking, Fundamentals of Computer Security, Interaction Design, Project Management, Technology Assessment, Engineering Ethics

**Certifications:** Microsoft Azure Fundamentals (AZ-900)