Steven B Knack

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Objective   To obtain a position that will further utilize my strengths to increase
efficiencies throughout the company.

Experience

2008 - Current   SBK Computer Solutions   Delavan, WI
Computer Repair/Support & Network Specialist | Web Design
- Takes responsibility for diagnosing and repairing various computer issues.
- Provides one to one assistance and troubleshooting with customers and other employees.
- Resource person for Windows XP, Windows 7 and Windows Server operating systems.
- Designs and implements World Wide Web pages, (websites).
- Identifies and removes various viruses and malware from computer systems.

2009 - Current   Gateway Technical College   Elkhorn, WI
Technical Assistant
- Takes responsibility for classroom technical support and troubleshooting technical issues.
- Provides one to one assistance and troubleshooting with network operating systems.
- Resource person for Windows XP, Windows 7 and Windows Server 2003 operating systems.
- Completed Official Windows 7 Microsoft Training classes and obtained Official Microsoft certificates for IT Professionals, Information Workers, Consumers, and Desktop Support Technician.

1998 - 2000   Community Shoppers, Inc.   Delavan, WI
Rolltender – Third Pressman
- Responsible for the set up of the press including adjustments to nip, trolley, nose, slitter blade, cross-perf and half or quarter fold settings, also wash blankets .
- Worked with press to ensure a superior product was produced; which entailed running webs in, changing plates and inks as needed while supplying proper paper for the job.
- Set stacker for bundle sizes, pre-keyed ink keys and ink console including water settings.
- As job was in process; adjusted web tensions, re-adjusted trolley and nip tightness, adjusted settings, and checked page order.
- Worked in bindery department setting up the cutter, stitcher and insert machine.

2000 - 2004   Protect All.   Darien, WI
Quality Control | Extrusion Operator
- Responsibilities included the changing and set-up of the presses and extrusion dies for different jobs.
- Prepared machine to run different resins and plastic films
- Ability to run every machine in the plant including laminators and slitter.

- Implemented a preventative maintenance program for machines
- Mentored others that worked on machines with maintenance and repair work.
- Operated a wide range of forklifts .

2005 - 2005   Hudapack.   Elkhorn, WI

Quality Control
- Preformed incoming inspection on raw materials; including completing tests to ensure material was as specified.
- Responsible for building outbound loads, running material through furnace/draw, preparing invoices, bill of ladings, and shipping final product.
- Performed preventive maintenance.
- Involved in problem solving all issues related to quality control.

2005 - 2007   Hudapack.   Elkhorn, WI

Furnace Operator
- Duties included running a wide variety of heat treating and draw furnaces.
- Ensured each furnace ran at the proper cycle.
- Maintained 6 furnaces and 8 draws to ensure they were operating continuously for maximized efficiency.
- Worked on new products to create specifications on proper furnace temperatures needed to temper the products in the draw furnace.

Education

Delavan-Darien High School, Delavan, WI
     Graduated 1999

Gateway Technical College, Elkhorn WI
     Majors:
- IT - Computer Support Specialist
- IT - Network Specialist

     Completed Courses:
         801-197 3E11 Technical Reporting
         103-109 2E2A Windows Operating Systems
         107-011 3E11 IT Fundamentals
         107-012 3E11 OS Fundamentals
         150-105 3W7A Intro to Network/Web Concepts
         150-111 1E11 Network Administration – MS
         150-114 1E11 Network Concepts - CCNA1
         154-110 1E11 Hardware/Software Troubleshooting

Certificates: (View upon request)
- CompTIA A+ 700 Series
- CCNA Network Fundamentals
- Microsoft Windows 7 IT Professionals
- Microsoft Windows 7 Consumers
- Microsoft Windows 7 Information Workers
- Microsoft Certified Desktop Support Technician Preparation

References   Available upon request