

STEVEN ABRAHAM

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PROFESSIONAL EXPERIENCE

DePaul University College of Computing and Digital Media | Chicago, Illinois

Distanced Learning Remote Support Technician

- June 2019 – May 2021
 - Resolved an average of 10 tickets per day through efficient triaging of problems
 - Maintained 95% satisfaction rating in monthly end-user scoring through applied interpersonal skills
 - Slashed ticket resolution times by half by designing and integrating various automation systems
 - Authored 50+ troubleshooting and instructional materials for system users from across the DePaul community: faculty, students, and external guests and partners

Loop Campus SCA AV Technician

- Jan 2018 – June 2019
 - Designed and installed 20+ Crestron presentation systems to meet the specialized needs of faculty in the School of Cinematic Arts
 - Conducted routine tests and preventative maintenance of AV systems, including detailed inventory management across the Loop, Lincoln Park and Cinespace campuses
 - Executed support plans for scheduled events, including on-site, day-of troubleshooting, end-user support, and operation of AV presentation systems

Decorative Window Coverings | Addison, Illinois

Installation Technician

- Oct 2015 – June 2019
 - Installed blinds from major retailers: Hunter Douglas, Nomistar and Graber in hundreds of homes across Chicagoland area, demonstrating proficiency with hardware and tools
 - Managed an inventory of over 300+ unique products, and transitioned the company from a legacy inventory system to a specialized, digital system.
 - Administered SmartHome systems for shade control and integrated them with existing platforms like Google Home and Amazon Alexa

LEADERSHIP & SERVICE

IPA Church - Jefferson Park Campus | Chicago, Illinois

Worship Media Coordinator

- June 2019 – Present
 - Recruit and schedule musicians to assist in performances for our weekly Sunday services as well as scheduled weekend events.
 - Implemented both hardware and software to enable live streaming natively on our website, as well as on Facebook, YouTube and Zoom
 - Operate both audio and presentation systems to create a smooth technical experience for speakers and musicians
 - Arranged and performed musical sets in collaboration with pastoral staff to meet the specialized needs of each service

Cru - Depaul University Chapter | Chicago, Illinois

Worship Media Coordinator

- Sep 2017 – May 2019
 - Designed and executed social media strategy reaching 400+ students over Facebook and Instagram
 - Provided media and technical solutions to guest speakers and musicians, increasing presentation effectiveness
 - Arranged and performed musical sets for both intimate and concert settings, creating atmospheric synergy between musical worship and oral presentations.

EDUCATION

DePaul University, College of Computing and Digital Media | Chicago, Illinois

Completed 148 Credits towards a Bachelor of Science in Information Technology

SKILLS

Computing

Python, Java, SQL, SAS, MS Access, Web Development (Django, Rails), Windows OS, Mac OS, Zendesk, ServiceNow, Microsoft Office (Word, Powerpoint, Excel)

Creative

Adobe Photoshop, Adobe Premiere, Web Design (HTML, CSS), Wordpress, Event Planning, Music Production, Photography

Communication

Personable, Client/User Relations, Coaching, Public Speaking, Formal Writing, Technical Writing, Adaptability