

SIDNEY H. STEIN

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SUMMARY

Over 12 years of successful experience as an IT manager. Outstanding implementation and training skills with a strong teaching background. Excellent complex problem solving and critical thinking skills that have helped companies adopt new technology to run more effectively.

TECHNICAL SKILLS

- Microsoft Suite-Word, PowerPoint, Excel
- Cisco Networking- including Cisco 1941 Routers and 2960 Switches
- Windows Server & Client hardware and software
- Active Directory
- Thin Client-Installation and Configuration
- DDMS Accounting Software
- Goldmine CRM
- Backup Exec

PROFESSIONAL IT EXPERIENCE

Rush University Medical Center – Chicago, IL

2016 - Currently

Windows XP/ Conversion Technician

- Responsible for installing, maintaining, and replacing Rush University Medical Center computers and multi-vendor systems including thin client, software and networking products as well as Windows 7 operating systems
- Ensured customer satisfaction when installing and configuration PC's and VDI's
- Installed, tested, and helped troubleshoot computers and peripherals in conjunction with a team

Everything Division 12 – Chicago, IL

2012 – 2013

HEAD OF IT DEPARTMENT & ACCOUNT EXECUTIVE

- Oversaw computer network including servers, desktop, laptop, and mobile devices
- Configured and installed hardware (desktop, laptops, printers, scanner) and software application programs (Windows servers & client operating systems, Microsoft Suite)
- Helped troubleshoot and resolved hardware and software issues
- Consulted, project managed, and sold office furniture, carpeting, flooring, and window treatments

S. Stein & Company Office Furniture – Chicago, IL

1998 – 2005, 2007 – 2012

HEAD OF IT DEPARTMENT & ACCOUNT EXECUTIVE

- Head of IT network including Windows programs, Goldmine contact management, and DDMS accounting programs
- Spearheaded the migration, testing, training, and implantation of DDMS ERP business management software, which integrated and streamlined office operations and increased productivity by 40%
- Configured and installed hardware (desktop, laptops, printers, scanner) and software application programs (Windows servers & client operating systems, Microsoft Suite)
- Helped troubleshoot and resolve hardware and software issues with users at both main and remote site
- Utilized network diagnostic tools such as Wireshark and to help resolve network issues

- Created detailed documentation on the hardware and software and procedures to resolve common network and user issues.
- Improved the efficiency and relevance of the IT department by utilizing my sales and teaching background
- Consulted, project managed, and sold a wide variety of new, used, and refurbished office furniture systems

PROFESSIONAL EXPERIENCE

ORT Technical Institute – Skokie, IL 2014 – 2015

Admissions Advisor/Recruiter & ESL (English as a Second Language) English Instructor

- Taught ESL English to multinational adult students using a wide variety of instructional methodologies including cooperative learning, and student-led instruction
- Recruited students for IT, medical, accounting, and ESL programs
- Head of Curriculum Review Committee for adoption of new textbooks

Computer Systems Institute – Skokie, IL 2013 – 2014

BUSINESS & ESL INSTRUCTOR

- Taught business and ESL courses to multinational adult students
- Received 98% rating from students

East Aurora High School – Aurora, IL 2006 – 2007

ESL TEACHER

- Taught grammar and reading courses to ESL students
- Consulted on curriculum changes and textbook adoption

Stevenson High School – Lincolnshire, IL 2005 – 2006

HISTORY & ESL TEACHER

- Taught world history survey course to multi-level ESL students
- Focused on showing relevance of history in today's world

EDUCATION

New Horizons Computer Learning Center – Chicago, IL

Coursework in Windows server & client operating systems

Roosevelt University – Chicago, IL

BACHELOR OF ARTS – History with an emphasis on military history

CERTIFICATIONS

CCNA – Cisco Certified Network Associate- Routing and Switching (In Progress)

Microsoft Office 2013 Courses (Word, Excel, PowerPoint) - Certificate of completion

Illinois State Board of Education Teaching Certification - History, Political Science, English as a Second Language (ESL), and English

MILITARY

UNITED STATES ARMY, INFANTRY – Republic of Korea

- Awards Earned: Army Achievement Medal, National Defense Service Medal, Overseas Service Ribbon, Imjin Scout Certificate
- Honorably Discharged