

Stephen James Weber

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3939 S Bond Ave. #611 • Portland, OR 97239

Objective

Seeking a career where I can share my passion for technology and grow my knowledge of data analysis and modeling.

Experience

The Kroger Company

Portland, OR

Reporting & Metrics, Contact Centers of Excellence

March 2020 to Present

- Maintain performance reports for agents, third-party vendors, and operations groups.
- Build new SQL, PowerBI, and Power Query reports to meet business needs.
- Configure Aspect Performance Management dashboards, reports, scorecards, and metrics calculations.

Kroger Technology

Portland, OR

Support Specialist, eCommerce & Digital Operations

January 2016 to March 2020

- Perform Tier II Point of Sale, network, and server support for over two-thousand sites.
- Act as a liaison between customer-facing support and development teams.
- Author and maintain technical support documentation and training courses.

Cupcake Carnivale

Philadelphia, PA

Webmaster (Freelance)

July 2012 to Present

- Designed and launched website.
- Maintain website content and continually monitor site performance.
- Provide graphic design services.

Accenture Australia

Melbourne, VIC, Australia

Solution & Delivery Analyst, Digital, Quality & Delivery

September 2013 to March 2014

- Assisted with the migration from Microsoft SharePoint 2007 to SharePoint 2013 for one of Australia's leading energy companies.
- Engineered Windows PowerShell scripts to manage Active Directory and SharePoint 2013.
- Authored supporting documentation for custom applications.

Education

Drexel University

Bachelor of Science, Information Technology, 3.44 GPA

Philadelphia, PA

Graduated June 2015

Skills

Operating Systems:

macOS
macOS Server
iOS
Windows
Windows Server 2012
Red Hat
SUSE Enterprise & openSUSE

Applications:

SharePoint 2007 - 2016
SharePoint Online
Microsoft Project
Microsoft Power BI
Power Pivot for Excel
Aspect WFM, RTA, & APM
Apache Server

Languages:

Windows PowerShell
HTML
JavaScript
PHP
MySQL
jQuery
Microsoft Power Query

Volunteer Work

The Friends of the Portland Streetcar - *Webmaster & Director of Communications*

Kumorigon - *Load In/Load Out Staff & Public Discord Moderator*

References will gladly be furnished upon request.