

Ray Steding

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Experienced IT Support Professional and recent alum of an intensive IT program focused on obtaining the Google IT Support Professional certificate. Demonstrated expertise in providing comprehensive support, upgrades, and maintenance for Windows, Mac, and Linux systems across diverse user bases, including university faculty, students, and commercial clients. Skilled in configuring and deploying a wide array of network infrastructure components, encompassing web servers, name servers, firewalls, and routers

RELEVANT SKILLS

Technical Support & Troubleshooting • Ticketing System • System Administration • Operating Systems Installation • Networking
Software Installation & Configuration • Windows • Linux • MacOS • Domain Name System (DNS) • Customer Service
Problem-Solving • Time Management • Attention to Detail • Verbal and Written Communications

EDUCATION, CERTIFICATES, & CERTIFICATIONS

Merit America • Virtual	06/2024
Google IT Support Professional Certificate	
Skill development includes troubleshooting, customer support, networking, operating systems, systems administration, and security — the fundamentals of IT support critical for workplace success; comparable to CompTIA A+ certification	
Additional Skill Development	
Completed 10 hands-on IBM Artificial Intelligence Developer courses to achieve Certification at Merit America	05/2025
California State University Northridge (CSUN) • Northridge, CA	05/2019
Master's Degree in English, Rhetoric and Composition GPA 3.87	
Los Angeles Valley College • Valley Glen, CA	05/1993
Associate in Science Degree, Mathematics GPA 3.76	

RELEVANT EXPERIENCE

Sortation Associate • Amazon, Simi Valley, CA	09/2022 - Present
- Recognized for outstanding performance by being named Employee of the Month in January 2024 - Optimize stowing operations of incoming inventory by absorbing knowledge from other top stowers and through the skillful use of handheld devices equipped with Amazon's proprietary inventory management software - Achieve top 10 stowers of the day on a consistent basis and become the number one stower periodically	
Machinist/Assembler • American Custom Sneeze Guards, Simi Valley, CA	08/2021 - 08/2022
- Met production deadlines by innovating design and manufacturing processes which led to on-time delivery and installation - Assembled and installed custom sneeze guards for restaurants throughout the greater Los Angeles area	
Researcher/Lab Staff Coordinator • CSUN English Dept. Digital Humanities, Northridge, CA	06/2018 - 08/2020
- Maintained Windows and Mac PCs, and assisted professors and students with equipment check out/in - Became a key team member of the multi-university, digital humanities research project by developing software which enabled data analysis of the entire Reddit database of comments ever made - Documented personally developed Python programs and shell scripts used for research within the following published paper: A Digital Humanities Study of Reddit Student Discourse about the Humanities	
Founder/President • Linux Public Broadcasting Network (LPBN), Venice, CA	01/2001 - 08/2010
- Founded LPBN as a 501c(3) nonprofit public benefit organization which webcast live technology symposiums for organizations such as Creative Commons, Apache, Southern CA Linux Expo, IEEE, RedHat and others - Maintained streaming servers at three colocation data centers and developed/maintained LPBN's website and email servers	
Owner/Computer Network Engineer • Tecwise, Van Nuys, CA	01/1999 - 01/2002
- Developed, set up, and sold Linux web servers, name servers, firewalls, and routers - Provided off-site computer specialist services for a medical clinic, an architectural firm, a reprographics company, an HVAC engineering firm, and an electrical engineering company - Maintained clients' Windows and Mac workstations	