

Michael D. Schepker

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PROFESSIONAL SUMMARY

Information Technology Professional with over 5 years experience in the technology field. I am experienced in the many regions of Windows 2003/2008 Server, XP, Vista, and 7 as well as Mac OSX. Over the years I have provided technical support for all levels of users, non-technical people, and management. I have also built or maintained many websites using Content Management Systems (such as DotNetNuke and WordPress), HTML and CSS.

TECHNICAL SKILLS

Operating Systems: Windows (Server 2003, 2008, XP, Vista, 7), Mac OSX.
Applications: Microsoft Office Suite; Photoshop CS; FTP; Plesk Server Software; Adobe Dreamweaver; Mail Enable Mail Server; Captivate; Salesforce; DotNetNuke; CPanel; WordPress; IIS 6, 7, 7.5; Familiar with SQL Server 2003/2005; Social Networking Applications and Websites.

PROFESSIONAL EXPERIENCE

Connecting Members, LLC, St. Charles, MO January 2006 –August 2007, June 2008 – Present

Website Creation / Support Manager

- Design websites for churches and small business and created advertising material for small businesses.
- Sustain support base for Church CMS while heading the support department.
- Responsible for creating and updating support processes and procedures.
- Created and maintained a help desk of tutorials and user guides for customers.
- Tier II technical support for customers and technical support for company employees.
- Managed web servers (Windows Server 2003 and 2008 R2), Active Directory Server, Mail Server (running Mail Enable Mail Server software) and SQL Server 2003/2005.

Sylvan Learning Center, St. Peters, MO, October 2008 to October 2009

Teacher

- Taught students how to improve their reading and math skills (children and adults).
- Taught ACT support.
- Provided homework support for students.

Fort Zumwalt School District, St. Peters, MO, August 2007 to June 2008

In School Suspension Teacher

- Taught subject matter to at-risk students.
- Headed after-school tutoring program.

River City Internet Group/e-Backups, LLC, Maryland Heights, MO, May 2005 to December 2005

Technical Support and Customer Service

- Provided support for customers/partners of e-Backups' online backup solution.
- Maintained company website.
- Provisioned new accounts for customers and partners.
- Oversaw and conducted weekly software training with e-Backups partners.
- Provided Tier I technical support for various RCIG ventures.

Computer Services – Missouri State University, Springfield, MO, August 2003 to May 2005

Computer Services User Support

- Provided students with support on a variety of programs on Windows 2003, XP, and Mac OSX.
- Provided technical help with Exchange email and registering new students on the university's network.
- Provided support for Microsoft Office Suite.
- Provided software and hardware technical support to faculty of the university.

EDUCATION

Missouri State University, Springfield, MO

- Bachelor of Science, History Education.
 - Cumulative GPA, 3.4
 - Member of Phi Alpha Theta National Honors Fraternity 2004-2005