

STEVE SCHNEIDER

{ I'm a Senior Systems Architect. }

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ABOUT

Visionary Senior Systems Engineer and automation powerhouse with over 15 years of experience architecting, securing, and scaling global enterprise IT infrastructure. A relentless problem-solver who transforms complex operational bottlenecks into streamlined, high-performance workflows using advanced PowerShell and Power Platform solutions. Proven leader in driving technical excellence, executing critical deployments, and mentoring high-performing teams to deliver mission-critical results. Certifications: A+, iNet+, Network+, Server+.

SKILLS

PowerShell ●●●●●

SQL ●●●●●

Group Policies ●●●●●

Windows ●●●●●

JS/JQ/Node ●●●●●

HTML/CSS ●●●●●

XML/JSON ●●●●●

Perl ●●●●●

PHP ●●●●●

Active Directory ●●●●○

VMWare ●●●●○

IIS ●●●●○

Azure/AWS ●●●●○

Batch/VBS ●●●●○

Citrix ●●●●○

Microsoft 365 ●●●●○

SOAP/Rest ●●●●○

Photoshop ●●●●○

Power Apps ●●●○

Power Automate ●●●○

SCCM ●●●○

Linux ●●●○

.Net (C#/ASP) ●●●○

Blender/3DSM ●●●○

EXPERIENCE

Mar 2025 - Present

Sr. Systems Engineer | Vision Technologies (EPA)

- > Administer Active Directory, Group Policies, SQL, and SharePoint environments.
- > Execute server security fixes and software upgrades to ensure system integrity.
- > Develop automated solutions using PowerShell, Power Apps, and Power Automate.
- > Manage deployments and system configurations utilizing SCCM.

Oct 2023 - Jun 2024

GCS Manager | ControlUp

- > Led Tier 2 Support Engineers, driving timely resolution of escalated technical issues globally.
- > Provided expert guidance and mentorship in troubleshooting complex customer challenges.

Jun 2021 - Oct 2023

Professional Services Engineer | ControlUp

- > Served as a PowerShell automation specialist developing custom technical solutions.
- > Partnered with Customer Success and Sales to ensure technical alignment and proactive support.
- > Designed custom dashboards and scripts utilizing HTML, CSS, JavaScript, and Photoshop.

Aug 2019 - Jun 2021

Global Customer Service Engineer | ControlUp

- > Delivered top-tier technical support to global enterprise customers as the final escalation point.
- > Managed strategic accounts with high churn risk, providing proactive technical solutions.

Sep 2017 - Aug 2019

Technology Engineer - Citrix Engineering | Kroger

- > Engineered a large-scale Citrix environment (900+ PVS targets, 600+ XenDesktops).
- > Packaged 1,400+ published Citrix apps using App Streaming, App-V, and App Layering.

Oct 2013 - Sep 2017

Technology Engineer - Collaboration Services | Kroger

- > Maintained a global Skype for Business environment supporting ~60,000 users.
- > Designed and built an on-premises SharePoint environment supporting ~1,600 sites.

PREVIOUS HISTORY

- > **Support Center Analyst** - Kroger (2011-2013)
- > **System Administrator** - SunCoke Energy (2010-2012)
- > **Graphic Designer & Web Developer** - T-Mobile (2006-2010)