

# Steven Wager

Enterprise IT Professional | Software Engineering Student | Automation Enthusiast  
<https://cybersteveon-portfolio.steven-wager.workers.dev> | [linkedin.com/in/CyberSteveon](https://www.linkedin.com/in/CyberSteveon) | [github.com/CyberSteveon](https://github.com/CyberSteveon)

## PROFESSIONAL SUMMARY

Enterprise IT professional with over three years of experience supporting enterprise infrastructure, identity and access management, endpoint administration, and technical operations in large corporate environments. Skilled in troubleshooting complex technical issues, automating processes with PowerShell, supporting executive stakeholders, and partnering with security teams to remediate endpoint incidents.

Currently pursuing an accelerated Bachelor of Science in Software Engineering at Western Governors University with direct progression into the Master of Science in Software Engineering pathway. Developing software engineering expertise through coursework and personal projects using Rust, Java, Python, JavaScript, and PowerShell while applying modern development practices.

Promoted to IT Support Specialist II in under one year through strong technical ownership, problem-solving, and continuous improvement. Seeking an entry-level Software Engineering, Full-Stack Development, DevOps/Cloud, Solutions Engineering, or Security Engineering role where enterprise IT experience and automation skills can deliver immediate value.

## TECHNICAL SKILLS

**Languages:** Java, Python, Rust, PowerShell, JavaScript, HTML, CSS  
**Software Development:** Git, GitHub, React, Tauri, VS Code, JetBrains IDEs  
**Cloud & Enterprise:** Microsoft 365, Microsoft Entra ID, Exchange Online, Active Directory, Azure, AWS (Foundational), SentinelOne  
**Operating Systems:** Windows, Linux, macOS  
**Networking:** TCP/IP, DNS, DHCP, VPN, VLAN, Firewall Concepts, Routing Fundamentals  
**Enterprise Tools:** ServiceNow, Rapid7, SolarWinds, Citrix, SAP

## PROFESSIONAL EXPERIENCE

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| <b>Amcor</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <i>Oshkosh, WI</i>            |
| IT Support Specialist II                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <i>October 2024 – Present</i> |
| <ul style="list-style-type: none"><li>Provide Tier II technical support for a user base of approximately 350 employees, scaling to 650 during peak operational periods, including executive and VP-level stakeholders.</li><li>Diagnose and resolve complex issues spanning endpoints, Windows operating systems, Microsoft 365, Active Directory, Microsoft Entra ID, identity management, business applications, and enterprise networking.</li><li>Execute quarterly refresh cycles by deploying approximately 100 Windows endpoints, managing provisioning, configuration, migration, deployment, and post-deployment support while consistently completing deployments on schedule with minimal user downtime.</li><li>Develop PowerShell automation to improve technician efficiency and reduce manual troubleshooting, including utilities to validate SentinelOne endpoint health and automatically collect endpoint diagnostic logs for faster incident investigation.</li><li>Serve as the endpoint investigation resource for Information Security Operations by validating security alerts, investigating suspected endpoint compromises, collecting diagnostic evidence, and performing remediation for incidents involving unauthorized software installations, endpoint protection failures, and reported indicators of compromise.</li><li>Create and maintain technical documentation, troubleshooting procedures, and operational guides that improve knowledge sharing and standardize support processes across the IT organization.</li><li>Support executive and VP-level stakeholders by delivering timely technical solutions while maintaining a high standard of customer service and professionalism.</li></ul> |                               |

## **Amcor**

*Oshkosh, WI*

IT Service Desk Analyst

*May 2023 – October 2024*

- Delivered enterprise technical support for approximately 5,000 employees, resolving hardware, software, identity, Microsoft 365, and endpoint issues while consistently meeting service expectations.
- Administered Microsoft Entra ID using administrative privileges to support identity management, remote MFA enrollment, user provisioning, and access administration.
- Managed Microsoft 365 and Exchange Online mailbox permissions to resolve access-related issues.
- Performed Active Directory user and group administration by provisioning enterprise security groups supporting Workday, VPN, internet access, and other business-critical resources.
- Collaborated with Tier II support and infrastructure teams to resolve complex technical issues while expanding enterprise administration responsibilities.
- Promoted to IT Support Specialist II after approximately 10 months based on technical performance and initiative.

## **Mercury Marine**

*Fond du Lac, WI*

Group Lead / Heat Treat Technician

*August 2016 – May 2023*

- Led and trained a team of 10 employees in a high-volume manufacturing environment, communicating production priorities and quality expectations.
- Partnered with supervisors to monitor production goals, track shift progress, and contribute to production reporting.
- Troubleshoot production equipment, created maintenance work orders, and supported maintenance personnel during equipment repairs.
- Completed a Lean Six Sigma Yellow Belt process improvement project that improved workstation ergonomics and reduced unnecessary part movement, increasing workflow efficiency.
- Demonstrated leadership, accountability, and continuous process improvement throughout a seven-year career while supporting production, quality, and operational excellence.
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## **TECHNICAL PROJECTS**

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### **SecurelyScoped** | *Rust, React, Tauri*

Local-first desktop application for identifying configuration and security risks on a system.

GitHub: [github.com/CyberSteveon/SecurelyScoped](https://github.com/CyberSteveon/SecurelyScoped)

Highlights:

- Recursive filesystem traversal using Rust.
- Modular application architecture with a React/Tauri desktop interface.
- Secure local-first design with structured configuration analysis.

### **Personal Portfolio Website** | *HTML, CSS, JavaScript*

Professional portfolio website designed to showcase my software engineering growth, technical projects, and enterprise IT experience.

Live Website: <https://cybersteveon-portfolio.steven-wager.workers.dev>

GitHub: <https://github.com/CyberSteveon/cybersteveon-portfolio>

Highlights:

- Multi-page responsive website built with HTML and CSS
- Modular JavaScript architecture using separate components for navigation and theme management
- Cloud-based deployment workflow using GitHub and Cloudflare Pages

### **Windows Privacy & Setup Automation** / *PowerShell*

Automates Windows provisioning and baseline configuration for new systems.

GitHub: [github.com/CyberSteveon/windows-privacy-setup](https://github.com/CyberSteveon/windows-privacy-setup)

Highlights:

- Standardizes workstation deployment.
- Reduces repetitive administrative work.
- Demonstrates practical enterprise automation.

### **100 Days of Python** / *Python*

Public repository documenting continuous, project-based Python learning.

GitHub: [github.com/CyberSteveon/100-Days-of-Python](https://github.com/CyberSteveon/100-Days-of-Python)

Highlights

- Daily programming practice.
- Growing Python proficiency.
- Consistent Git version control workflow.

## **EDUCATION**

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### **Western Governors University**

*In Progress*

*Bachelor of Science, Software Engineering — Accelerated B.S. → M.S. Software Engineering Pathway*

### **University of Wisconsin–Madison College of Engineering**

*Completed February 2023*

*Cybersecurity Bootcamp Certificate — Powered by ThriveDX*

## **CORE COMPETENCIES**

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Software Development • Automation & Scripting • Enterprise IT Support • Identity & Access Management • Technical Troubleshooting • Endpoint Administration • PowerShell Automation • Security Operations Support • Technical Documentation • Cross-Functional Collaboration • Continuous Process Improvement • Problem Solving