Steven Shapard

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25+ years in technology / *15 years as business owner* / *10+ years in development* / *security oriented*

A highly skilled and adaptable technology specialist with expertise in server deployment, cybersecurity, and full-stack development. Over the years, I have built and managed complex IT systems, integrating AI-driven solutions while optimizing infrastructure performance. My hands-on experience in system architecture, networking, and automation has allowed me to develop a deep technical understanding beyond conventional training.

My career has been shaped by decades of self-education and entrepreneurial ventures, where I have designed, deployed, and maintained scalable IT solutions. I thrive in problem-solving environments, bringing efficiency and security to projects while maintaining a strong focus on user experience. With a proven ability to execute projects from concept to completion, I excel at working independently with minimal oversight while driving innovation.

I am seeking an entry-level IT position where I can leverage my diverse skill set while gaining formal industry experience in corporate infrastructure. My goal is to fast-track into advanced roles in cybersecurity, cloud engineering, or IT leadership, contributing to high-impact projects while strengthening my expertise in enterprise environments. A structured role will provide the stability needed to refine my capabilities, paving the way for long-term growth in both professional and entrepreneurial pursuits.

SKILLS

- **Troubleshooting & Problem Solving**
- **Computer Hardware**
- **Cybersecurity**
- **Small Business Management**
- **Full-Stack Development**
- **Windows System Administration**
- **Linux Systems**
- **Web Development**
- **Network Architecture**
- **Virtual Machines & Hypervisors**

APPS

- ✓ Node.js, Express, Nginx, Caddy
- ✓ MySQL, PostgreSQL, MongoDB
- ✓ PHP, JavaScript, HTML, CSS
- ✓ TestDisk, PhotoRec, Recuva, EaseUS, Stellar, R-Studio
- ✓ Docker, VMware ESXi, Hyper-V, Xen, Proxmox
- ✓ HWMonitor, CPU-Z, GPU-Z, AIDA64, Cinebench, 3DMark
- ✓ VPN, Metasploit, Burp Suite, Nmap, Wireshark, Dolphin
- ✓ IP cams, Blue Iris, ONVIF, NAS
- ✓ Crypto-mining, wallet management, cold storage
- ✓ TensorFlow (TF), PyTorch, Keras, scikit-learn (SKL), Hugging Face
- ✓ TLS, IPSec, SSH, Kerberos, SAML, IEEE 802.1X

EXPERIENCE

2021 - Present

Owner, IT Consulting & Repair

PC Emergency

- Reopened public-facing IT shop focused on walk-in repairs for laptops, desktops & small businesses.
- Managed marketing, customer service, inventory, and technical repairs.
- Maintains a 5-star customer rating.
- Continued self-education in advanced security practices.
- Designed and launched the business's entire online presence.

2020

Sabbatical / Covid Period

- Focused on personal projects & research in IT & hydroponics.
- Provided freelance PC repair & network troubleshooting for existing clients.
- Strengthened knowledge in AI system deployment & machine learning.

2011 - 2019

Co-Owner, Environmental Control & Garden Supply Retail Outlet

Wet-Werk (Mid-South DIY)

- Designed & prototyped DIY aeroponics systems, showcased on a PBS-affiliated YouTube channel (6M+ views).
- Developed an NFC-based smart-app database to track environmental conditions for containerized aeroponics.
- Managed day-to-day operations, including sales, customer service, employee training, inventory & POS systems.
- Collaborated with educational & horticultural communities, including experts in sustainable agriculture.
- Closed business due to partnership differences & post-COVID economic hardships.

2009 - 2011

Owner, IT Consulting & Repair Business

Horn Lake

- Created & operated a storefront providing hardware/software support, custom PC builds & IT consulting.
- Achieved 7% revenue growth through local marketing & client acquisition.
- Built client relationships & vendor partnerships.

2004 - 2009

Freelance Computer Repair & Support

- Provided repair services for friends, family & local referrals.
- Installed & configured operating systems, removed malware, replaced hardware.
- Built custom PCs & small business networks.

EDUCATION

2025 - Planned

Bachelor of Science in Cybersecurity

University of Memphis

Resuming my pursuit of a degree in Computer Science with a focus on security & AI integration, following the ITT Tech scandal.

2004 - 2009

Bachelor of Applied Science, Information Systems Security

ITT Technical Institute, Cordova

- Studied network defense, cybersecurity protocols & ethical hacking.
- Gained hands-on experience in risk assessment, security policies & system hardening.
- Maintained a 3.98 GPA while managing complex projects & labs.

1998 - 2001

Foundation

Wooddale High School, Hickory Hill

Completed core academic curriculum with a focus on technology & applied sciences.

CERTIFICATIONS

Core IT Foundations

Goal: Gain entry-level IT knowledge and become job-ready for help desk, IT support, or junior roles.

CompTIA A+
CompTIA
INACTIVE

CompTIA Network+
CompTIA
IN PROGRESS

Linux Essentials
LPI
PLANNED

Security & Cloud Readiness

Goal: Strengthen security fundamentals and build cloud knowledge for better opportunities.

CompTIA Security+
CompTIA
PLANNED

AWS Certified Cloud Practitioner
Amazon Web Services
IN PROGRESS

Open Slot
TBD
PLANNED

Intermediate Specialization

Goal: Become qualified for security analyst, cloud support, or entry-level engineering roles.

AWS Certified Solutions Architect – Associate
Amazon Web Services
PLANNED

CompTIA CySA+ (Cybersecurity Analyst)
CompTIA
PLANNED

Open Slot
TBD
PLANNED

Advanced Cybersecurity & Cloud Engineering

Goal: Gain credibility for senior cloud security, cybersecurity, or infrastructure security positions.

Certified Information Systems Security Professional (CISSP)
$(ISC)^2$
PLANNED

AWS Certified Security – Specialty
Amazon Web Services
PLANNED

Open Slot
TBD
PLANNED

Leadership & High-Level Consulting

Goal: Move into senior cybersecurity, cloud security, or management positions.

Certified Information Security Manager (CISM)
ISACA
PLANNED

Certified Cloud Security Professional (CCSP)
$(ISC)^2$
PLANNED

Doctorate in Computer Science (Cybersecurity Focus)
University of Memphis (Pending)
PLANNED