

Truman Stephenson

Software Engineer | IT Professional | Stephenson.truman@yahoo.com | [LinkedIn](#) | Anchorage, AK

Work Experience

Artic Slope Regional Corporation | IT Service Desk Technician (Windows 10/11) | April 2025 - Present

I provided user support through a variety of applications within the Microsoft ecosystem, including Azure Pipeline, Active Directory for users and computers, Microsoft Entra ID for groups and mailboxes, as well as Microsoft Outlook, Excel, Word, and Intune for user management. I utilized C-string C\$ to execute .bat files remotely and PS Exec for more demanding tasks. My responsibilities included using the ManageEngine ticketing system to address both user and equipment issues, imaging and re-imaging multiple Windows 11 computers weekly, and managing inventory to collaborate with procurement for stock room organization.

Resource Data Inc. | Programmer Analyst | June 2024 - March 2025

I worked with C# and the .Net Framework to develop Web Applications for internal users and clients. My projects also involved SQL databases, where I migrated data using Visual Studio SQL Server. I created an application that leveraged Python alongside the Open AI and Microsoft Azure AI APIs for local law enforcement. Additionally, I collaborated with AngularJS and Kendo UI to build a website for Alaska House Finance Corporation and their Customer Service department, while also addressing bugs on RDI's internal website between client projects.

SAFE Credit Union | Contact Center Representative | October 2022 - May 2024

As a telephone banker, I helped customers manage their accounts and provided guidance on selecting products that ensured their financial security and future retirement. I sold a range of products, including auto loans, credit cards, and certificates, and facilitated the transition for members interested in homeownership through mortgages and investment portfolios.

William-Sonoma Inc. | IT Service Desk Technician (Windows 10/Apple OS) | April 2022 - September 2022

I operated in a high-volume call center, averaging over 65 calls per day. I offered support to end users globally through various applications, including Active Directory, BeyondTrust remote system, Command Prompt, PowerShell, and other computer update methods. I resolved issues with Zebra PDAs and printers, as well as Konica, HP, and Epson printers, utilizing Command Prompt. I also remotely accessed Point of Sale devices to update their information and ensure continued operation.

Indian Health Service | IT Assistant (Windows 7/10) | October 2015 - May 2018

This was my initial hands-on IT experience. I assisted in data management on Vista servers, consistently recording information daily. I handled minor office tasks like reconnecting printers, resolving driver issues, and fixing Microsoft Outlook problems. I was also assigned the task of merging and proofreading a 1200+ page document for user reference in case of server crashes.

Education

Codefy | Formal Programming Course | February 2024 - June 2024

- Java, SQL, Eclipse IDE, Cloud Computing, Azure Pipeline

Bachelor of Science | California State University, Sacramento | September 2015 - May 2019

- Natural Resource Management

Skills

JavaScript, AngularJS, Bootstrap 5, HTML5, CSS, KendoUI, C#(C-Sharp), ASP.NET Razor, .Net Framework, TypeScript, Microsoft Azure, Intune, Entra ID, SQL, Python, Ticketing Systems, Adobe Admin, Microsoft Copilot Studios, Microsoft Azure AI Studio

Certifications

- [Foundational C# with Microsoft](#)
- [Responsive Web Design](#)
- [AWS Cloud Practitioner Essentials](#)