

STEPHEN LANG

IT PROFESSIONAL

CONTACT

New Albany, IN
SLang646@pm.me
www.AdvancedSLang.com

EDUCATION

COMPUTER SCIENCE • 2024

Associates

Ivy Tech
Sellersburg, IN

GENERAL STUDIES • 2021

Associates

Ivy Tech
Sellersburg, IN

ELECTRICAL MAINT. • 2012

Technical Certificate

Naval Air Technical Training Comm.
Pensacola, FL

KEY SKILLS

Client Relations
Network Administration
Malware Analysis
AI & Machine Learning

PROFILE

Results-oriented IT Professional, leveraging a unique multidisciplinary background in Naval electronic warfare avionics, deep-rock tunneling operations, and residential construction to deliver superior technical support; combining advanced troubleshooting expertise with a people-first approach to help clients achieve their operational goals. Proven ability to act as the escalation point for complex, multi-system incidents, translating high-pressure problem-solving skills from military and industrial sectors into efficient IT solutions. Recognized for mentoring junior staff, optimizing service workflows, and maintaining an unwavering commitment to safety, reliability, and customer satisfaction in dynamic business environments.

EXPERIENCE

TIER 2 TECHNICIAN • 2024 - 2026

Advanced Business Solutions • Louisville, KY

Served as a senior escalation point for resolving complex, multi-system technical issues across network infrastructure, server environments, databases, and specialized business applications. Led incident management protocols by executing root cause analyses and proactive monitoring strategies to eliminate downtime and prevent critical failure recurrence. Collaborated with internal engineering teams and third-party vendors to solve integration challenges while mentoring junior technicians through knowledge base development. Leveraged advanced problem-solving methodologies from avionics and heavy industrial backgrounds to swiftly diagnose elusive technical faults and optimize service reliability.

DEEP ROCK MINER • 2014 - 2022

Various Tunnel Construction Firms • Louisville–St. Louis-Indianapolis

Operated heavy machinery, ensuring safety, conducting inspections, and troubleshooting technical issues. Collaborated with engineers, maintained equipment, and implemented innovative techniques for efficient resource allocation. Consistently met/ exceeded quality standards, completed challenging projects ahead of schedule, and received recognition for effective problem-solving. Demonstrated strong teamwork and communication skills in achieving project goals.

RECENT PROJECTS

Local LLM/SLM Home-lab Integration
ProxMox node LLM distribution
Home Media Server
Malware Analysis Lab

AVIATION TECHNICIAN • 2011 - 2019

United States Navy Reserve • Indianapolis, IN

Proficient in problem-solving electrical hardware issues, conducting inspections, and troubleshooting aircraft systems. Recognized for achieving high mission readiness, exemplary performance in complex avionics troubleshooting, and maintaining an excellent safety record. Demonstrated flexibility and adaptability in dynamic work environments, with a strong commitment to efficiency, safety, and continuous learning.