

Stephen Guerra

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## Work Experience

April 2016 – Present

Computers for The Blind

Technical Support Lead

Providing basic troubleshooting for new computer users who are vision impaired.

July 2014 – Present

Guerra Access Technology Training LLC, Rochester, MN

President and Owner

Providing technology training and instruction for those individuals that are blind, vision impaired and deaf-blind in the State of Minnesota

Certified in the areas of:

Microsoft Windows (All versions)

Microsoft Office (All versions)

Job Access with Speech (JAWS) screen reader

Nonvisual Desktop Access (NVDA)

Braille input/output devices

Apple iOS (All Versions)

Apple Macintosh (All OS containing Voiceover)

January 2005 – January 2014

Independent Living Aids LLC, Jericho, NY

Assistive Technology and Technical Operations Specialist

Providing in-house support for all corporate workstations, servers, printers, backup systems, phones and disaster recovery solutions

Serving as Network Security Administrator - creating, maintaining and deleting user access rights for all Network Shares and infrastructure

Providing in-house support for all telecommunications issues

Serving as Email Administrator, creating and maintaining all inbound and outbound electronic correspondence for the corporation and resolving all related issues

Providing mobile accessibility by creating and maintaining user accounts and access to email and the network

Providing support for internal customers working remotely

Creating, maintaining and updating all technical records for all users of company-related information technology

Developing budget outlines for each fiscal year

Designing, presenting and completing implementation of network and telecommunications infrastructure

Overseeing all hardware and software Assistive Technology products

Maintaining and updating company database on version changes, wholesale and retail pricing

Overseeing the production and distribution of Braille for all outgoing materials related to the company

Providing in-service accessibility training for sales representatives on Assistive Technology products

Facilitating and providing demonstrations of Accessibility/Assistive Technology for agencies throughout the state and nation

June 2000 – December 2004

Adecco North America, Melville, NY

Level I Helpdesk Analyst, January 2001 – December 2004

Information Services Helpdesk Dispatcher, June 2000 – January 2001

January 1995 – June 2000

FirstUSA - A Bank One Company, Uniondale, NY

Information Services Coordinator, November 1998 – June 2000

Customer Service Representative, January 1995 – November 1998

April 1994 – September 1994

Just One Break, New York, NY

Recruiter (Non-profit full-service job placement firm for the disabled)

April 1985 – April 1991

Freeport Memorial Library, Freeport, NY

Braille Library Director

## Technical Skills and Certifications

Windows (All OS), Apple Mac (OS Leopard, - El Capitan)

iOS (All versions), Microsoft Office (All versions),

Job Access with Speech (JAWS) Certified

## Miscellaneous Operational/Marketing Skills

2006 – Present

National Beep Baseball Association Secretary

Provide clerical support for all members, Board of Directors and Officers of the Global League

Maintain a valid voter record of all members of the league

Accurately take and maintain all official minutes and documents

Provide in tandem with the Public Relations group timely and critical announcements to all members, Board of Directors and Officer

Assist the NBBA Tournament Committee in the facilitating, planning and site visits for all cities hosting a week-long Beep Baseball Tournament

2006 - 2010: Founder and Executive Producer of the Beep Baseball Podcast and Blog

<http://www.theguerra.com/bb.htm>

2009 - 2010: Founder and Executive Producer of the Guerra Show, streaming radio and podcast

<http://www.theguerra.com/shows.htm>

2007 - 2014: Creator and Producer of the All things ILA Techie Blog and Podcast

<http://allthingsilatech.blogspot.com/>

Mayo Clinic – Volunteer Accessibility Advisor

Provided needed feedback regarding accessibility for the enhancement and development of the Mayo Clinic Patient App for complete and thorough usability by all

Independent Trainer/Instructor

Created a course for the introduction and teaching of the Accessibility features of Apple mobile devices with iOS

Provided instruction for students transitioning from legacy mobile phones and devices to smart phones and devices

## Education

Hofstra University, Hempstead, New York

Uncompleted Bachelor of Liberal Arts, May 1993 (currently working on completion)