

Objective:

IT professional, with 10+ years of experience in the Las Vegas market, seeking an IT support position with advancement potential to build upon my education and skills. Motivated to move into IT supervision and management roles.

Technical Skill Summary:

- IT support expert with wide range of experience in varied IT environments/roles
- Experienced in software application support including in-house applications & AS400
- Experienced in network hardware support/installation and user connection support
- Windows 10/8/7/Vista/XP support experience: installation, troubleshooting, etc
- Active Directory admin experience including: account maintenance, permissions, groups
- Office Suite support experience including: O365 Admin, Azure, O365 migrations
- Experience with user troubleshooting including: email, IOS/mobile, PC, Win OS/Office
- Experienced with hardware troubleshooting including: PC, multifunction, POS, mobile
- Experienced with ticketing systems, issue documentation & escalation procedure
- Licensed for work on gaming systems in NV, CO, MI, NM and other states
- Experience in project lead role for various IT projects

Work Experience:

Technical Support Analyst- Penn National Gaming, Las Vegas NV Oct 2019-Aug 2020

- Helpdesk support for Penn Gaming properties nationwide
- User support for casino employees related to Windows/Microsoft systems, gaming and casino applications including AS400 applications, and user access permissions

PC Technician- Canyon Ranch Spa Club, Las Vegas NV May 2016-Sept 2018

- Primary IT support for a medium office environment, approx. 400 users, including hardware/software, application, network, and helpdesk support
- Use of ticketing systems, documentation of general issues and system outage solutions
- Project lead for several customer facing IT projects in a '5 Star' hotel environment

IT Contractor- Teksystems/Robert Half, Las Vegas NV Oct 2012-June 2019

- Contracted with various companies in the Las Vegas area for IT work including: Caesars Entertainment, Switch Communications, UPS and many others.
- Wide ranging IT support for varied hardware/software and IT environments

IT Administrator- Christ Lutheran Church, Las Vegas NV Dec 2013-May 2016

- Sole IT support for a small office and daycare facility, approx. 20 users
- PC hardware/software support and installation, network installation and setup