

MICHAEL S. CRISCUOLO

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SUMMARY OF QUALIFICATIONS

- Loyal professional with over 25 years in position requiring excellent ***Technical*** skills, including 10 years in ***Management***, specializing in **INFORMATION TECHNOLOGY (IT) SERVICES & ELECTRONIC MECHANICAL TECHNOLOGY.**
- Proficient in:
 - LAN & WiFi Networks, Casino/Convention IT & IP DHCP/Static Addressing
 - Bandwidth and Limitations; Data Networking Infrastructure, Routing, Switches, Firewall Hardware
 - Telecommunication, Entertainment, Internet, Computer & Slot & Arcade/Amusement Machines Systems: Tear-Down, Assembly, Testing, Repair, Troubleshooting & Preventive Maintenance
 - Micro-Processors, Photo-Optics, Digital Operations, Schematics, Circuit Boards, Logic Systems, Power Supplies, Basic Electronics
 - Digital, Analog & Electronic Test Equipment: Oscilloscopes; VOMs; Logic Analyzers; Electro-Mechanical Adjustment Apparatus Resistance Boxes
- Detail-Oriented Team Player with proven ***MANAGEMENT, SUPERVISION & ADMINISTRATION*** abilities:
 - Working Well with Little or No Supervision
 - Staffing, Training, Evaluating, Coaching & Supervising Personnel
 - Ordering & Purchasing
 - Ensuring Strict Adherence to Inventory, Quality & Safety Controls
 - Preparing Accurate Documentation & Reports
 - Working Well Under Pressure of Multi-Tasks, Workloads & Strict Timelines
- Quick Learner with excellent ***INTERPERSONAL COMMUNICATION. CUSTOMER SERVICE & PUBLIC RELATIONS*** skills:
 - Troubleshooting & Problem Solving & Crisis Intervention
 - Handling Difficult People with **Tact & Diplomacy**
 - Projecting **Positive Company Image**
- Computer Skills: LAN & WiFi Networks; Apple/McIntosh & IBM Systems; Windows OS, Microsoft Office 2016+ Suite, Excel, PowerPoint, Outlook, Keynotes, QuickBooks & Adobe Reader Software.

LICENSES / CERTIFICATIONS

- Cisco IT Essentials-PC Hardware Certification: Active
- Comp-Tia Certification: Active

EDUCATIONAL BACKGROUND

College of Southern Nevada, N. Las Vegas, NV
Associate in Computer Science Degree
Cisco IT Essentials-Hardware Certification

Nevada Gaming School, Las Vegas, NV
Graduate: Electro-Mechanical Technology;
Computer, Slot & Arcade/Amusement
Machine Repair & Maintenance

NOTE: See End of Resume for “Specialty Training.”

PROFESSIONAL EXPERIENCE

- 6/19 – Present **SOUTHPOINT HOTEL, CASINO & SPA – Las Vegas, Nevada**
HSIA (HIGH-SPEED INTERNET) NETWORK SUPPORT TECHNICIAN
Provides technical support for **Catering/Arena Department**, answering directly to **Audio Visual Manager** including: Working with IT departments and clients to assess convention and other data needs; Installing, setting up, identifying and resolving potential LAN and WiFi Wireless Network issues;; Setting up IP Addresses for Windows OS, iOS, Android and Network Printers; Utilizing BEO Sheets to determine equipment setup and breakdowns; Working closely with staff and outside vendors; Following up with clients to ensure satisfaction. Position requires extensive knowledge of: DHCP/Static Addresses; Bandwidth and limitations; Data networking infrastructure, routing, switches, firewall hardware; Microsoft Office 2016+ Suite and Windows OS.
- 10/99 - 1/19 **CENTURY LINK – Las Vegas, Nevada**
NETWORK TECHNICIAN
Responsible for Leading Provider of High-Speed Internet, Entertainment and Communication Services Digital Central Office Telecommunication Installation, Repair and Maintenance including: Providing central office support to outside teams to include assisting with dial tones, high-speed internet connection, cables and other technical issues; Reading and interpreting circuit equipment schematics, work prints, service orders and transmission drawings; Disassembling, assembling, testing, calibrating, modifying, troubleshooting, repairing, performing preventive maintenance and operating switching and power equipment, battery plants and various other controls and power distribution systems; Installing, working with and maintaining special service circuits; Utilizing DMS 10/100/200 TOPS, Equal Access, SESS, E911, ATM and Sonet; Climbing and working with ladders; Running, soldering and testing jumpers and crossing cross connects; Utilizing Windows, Microsoft word and Outlook Software access customer base, technical data and inter-departmental communications; Training 5 personnel in job duties, high-speed internet system installation techniques, service orders and test equipment operation. Position requires extensive knowledge of digital data communication, long loop line treatment, carrier and span line maintenance, Controlled Maintenance (CD) procedures and records, fiber optics and terminal equipment, as well as CLAS, SOE and NVRAMP standards.
Accomplishments:
 - ✓ Consistently completed projects under strict time allocations and maintained “Perfect Safety and Attendance Records.”
 - ✓ Received Appreciation for “20-years of Service.

ADDITIONAL EXPERIENCE

- 1 Year **COMTECH COMMUNICATION SYSTEM – Las Vegas, Nevada**
PHONE TECHNICIAN
Provided support for outside technicians and performed other duties same as above to include in-office wiring and high-speed internet service installation for company providing telecommunication solutions with engineering, field operations, IT services and project management.

ADDITIONAL EXPERIENCE (Cont'd)

- 2 Years **ORLEANS HOTEL & CASINO – Las Vegas, Nevada**
ASSISTANT SLOT SUPERVISOR
Hired to help open and assist with Slot Department Operations for new hotel/casino including: Training, scheduling, assigning and supervising up to **20** floor personnel; Reviewing and authorizing timecards; Preparing accurate Jackpot Payout Reports.
- 11 Years **JERRY'S NUGGET, LUXOR, TEXAS, ORLEANS & BINION'S HORSESHOE HOTELS & CASINOS – Las Vegas, Nevada**
SLOT FLOOR PERSON
Duties in support of in-house as well as corporate projects and technical crews included: Reviewing floor play layouts, data system wiring as well as electrical diagrams and specs; Tearing down, assembling, installing, inspecting, testing, modifying, troubleshooting, repairing from component level and performing preventive maintenance on all facets of Bally, IGT, Williams, Aristocrat and Player Tracking Equipment to include bill validators, monitors, CPU, DAP, router, sound and wiring systems; Requisitioning change banks and tickets; Preparing accurate Maintenance and Shift Reports; Training and overseeing **4** new technicians.
Accomplishments:
 ✓ Received "Letter of Recommendation" from Asst. Vice President of Wedbush, Noble, Cooke, Inc.

EDUCATION BACKGROUND (Cont'd)

Specialty Training:

- **Southpoint Hotel, Casino & Spa, Las, NV:** IT & Convention & Exhibit Procedures; Quality Client Relations & Service.
- **Century Link, Las Vegas, NV:** Century Link Extensive Learning Courses; IS1/DS3 & DSO/Pre-DS1 Technical Overviews; Foreign Voltage Decktor FBD-SAF30006; Advantex 9.1; D.A.T.A Check Testing with HST3000; Electrostatic Discharge; Deactivated Digital Subscriber Line x-DSL for High Speed Data Installation & Maintenance for CSO Field Technician; Diversity; Bloodborne Pathogens; HIPAA Privacy Laws.
- **Jerry's Nugget, Luxor, Texas, Orleans & Binion's Horseshoe Hotels & Casinos, Las Vegas, Nevada:** Management & Guest Service Excellence; Nevada Reg. 6-A & Title 31 Gaming Laws.

NOTE:

- **Bondable:** Past Nevada Sheriff Card; *Background Clearance* (Century Link)