

Terrence Holmes

Technology Support Technician

Contact

Las Vegas, Nevada
702-416-0968
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Dedicated technology professional with a history of working in the internet industry. Previously provided technical support in a 750+ user environment. Skilled problem solver able to communicate with users at all levels of technical proficiency. Build and tear down different events for a large hotel. Troubleshoot, document, and resolve user help requests for desktop, laptop, mobile, network and peripheral issues.

Attributes

Highly self-motivated
Quick Learner
Accountable and very reliable
Outstanding Interpersonal Skills
Quick technical troubleshooting

Knowledge

Platforms - iOS, Windows, Android, macOS, Aloha, Tableview

Hardware – Lenovo, Dell, iMac, iPad, iPhone, laptops, printers, scanners, NCR

Networking – LAN, TCP/IP, DNS, HTTP, Wi-Fi, VPN, switches, Active Directory controller

Applications – AD, Iber, Microsoft Applications (Word, Excel, Outlook, etc.) Command Center, DataMagine, System i Navigator, Primeline, EBS, Saflok, NCRBackoffice, SpaSoft, Bally's Technologies, Casino Soft, LMS, Slack

Responsibilities

Support servers, workstations, mobile devices, printers and peripherals; respond to user service request and resolve and document issues

Employment

Current Employer

Eero - *Technical Support Specialist*, August 2020 - Present

- Provide technical support solutions for customers mesh home network

Previous Employment

Golden Nugget Las Vegas – *IT Systems Analyst*, February 2019 to July 2020

- Providing level 1 & 2 technical support for all users' property wide. Ensuring quick responses and resolutions or escalating to a higher level of support

- Working with vendor support on internal issues

- Moving and deploying hardware and software throughout the property on a short notice

- Setting up hardware and network for events

References

Will provide upon request
