Nino Lester

Las Vegas, NV

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314-285-7673

Authorized to work in the US for any employer

Work Experience

Office Technician

SSM Hospitals, Office Tech

May 2018 to April 2019

Performed network administration functions, network user accounts setup/ permissions, password resets, via Active Directory
- Resolving Microsoft Office Related issues
- Assigning biomechanical engineers to medical equipment
- Resolving Epic related issue
- Troubleshoot any computer related issue

PCSS/SITS /CITS/SHARED IT/PCF/MED SCHOOL/SERVICE NOW HELP DESK Manager/ Team LEAD

Washington University

May 2015 to March 2018

Resolved complex technical issues that arose on client's computer
- Effectively made recommendations to IT users on selection of hardware and software
- Successfully administered user accounts, Exchange mailboxes, and security and distribution
- Installed and maintained Windows and desktop software, service packs, patches, and antivirus updates.
- Managed assets inventory and deployed desktop images to end users
- Ticket management (making sure all employees tickets does not go past SLA dates)
- Training of new employees
- Providing support for clinical application
- Performed network administration functions, set up network user accounts/ permissions, reset passwords, and administered group policies via Active Directory.

Tier I tech support

Charter Communication

September 2014 to May 2015

for all 22,000,000 charter subscribers
- Unlocking email and my accounts
- Adding new equipment to customer accounts
- Helping customers add and remove Charter Security Suite software
- Router setup and configuration help
- Activating and removing customer phone features
- Sending technician out for line repair

Help Desk Analyst Level
Retail Technology Group - Fenton, MO
October 2013 to September 2014

Help desk support for corporate and franchise sites
1. Jamba Juice
2. Huddle House
3. Smashburger
4. Luby's
5. Craftworks
6. Texas Land and Cattle

● Converting emails into support tickets
● Performing follow up calls
● Training and Coaching for employees
● Unlocking passwords windows and email
● Overnight upgrades
● Virus scans
● Installing third party software
● Closing help desk tickets
● Pos software configuration and equipment replacement
● Dispatching technician
● Providing field technician with support on equipment installs
● Conference calls with corporate personal

● Managed national refresh project for clients in over 20 locations.

Notable Project:
Jamba Juice Refresh Project
Papa John Refresh Project
Public Schools Restaurants Coupon upgrade

Peak System Field Technician
International Paper
August 2012 to October 2013

Installing network printers
● Performing data backup for windows migration
● Installing new workstation computers
● Installing network cables and network drops
● Installing laptop docking station
● Computer OS migrations
● Hardware installs

Notable Project:
HP Printer National Refresh Project
● United States Postal Service
● International Paper Company
Aaron's Workstation Project
● installation of new workstations and network jacks

Dud In Home Service Payroll Administrator / System Administrator / Dewd In Home Service
January 1 2005 -Present

● Installing network printers
● Computer Migrations
● Hardware replacement
● Email server setup
● Digitalization files for cloud storage
● Making repairs on office computers printers and copiers
● Organizing time sheets
● Processing timesheets for billing
● Bill Pay
● Printing payroll checks
● Transfer of payroll funds into employees account via direct deposit
● Vendor communication

Manager experience:

Sarah Chicken and Waffles Store Manager / Eiland Properties Manager
January 2007 to January 2009

Sarah Chicken and Waffles Store Manager:
● Hiring of contractors and designers for remodel phase
● Working with Saint Louis City for Permits
● Contract negotiation with vendors
● Hiring training and coaching of employees
● Food menu design
● Payroll administrator

Eiland Properties Manager:
● Creating Lease agreements
● Working with Saint Louis City for Permits
● Hiring of contractors and designer for remodel phase
● Performing background checks on new tenants

Education

Associates Degree in Computer Science in Computer Science
Vatterott College
May 2007

Diploma
Vatterott College
May 2005

High School Diploma
Hazelwood East High School
May 2004

College achievements

High School Achievements

Skills

- Ambitious Technical Support Specialist with strong track-record of delivering top performance. Possess large spectrum of experience in help desk support, field tech work, call center management, and project management. Can undertake difficult mandates and meet tight deadlines. Personal qualities include: positive attitude, team motivator, great problem-solver, persistent, adaptable
- Strong verbal and writing skills
- Critical thinking and problem solving skills
- Strong customer service skills
- Using remote access software
- Multitasking
- Languages HTML PHP CSS XML
- Unlocking and rooting cell phones
- Actionscript
- Sql database
- Troubleshooting hardware and software
- Windows /xp/vista/windows 7,8,10
- Microsoft office 2000-2014
- Quickbooks 2007-2014
- Server maintenance
- Users and permissions
- Some Linux
- POS software
- Active Directory
- VPN setup
- Ms Dos
- Software Troubleshooting
- Router and Switch configuration
- Outlook 365 Admin
- Box admin
- Setting up Permission and Groups
- Google Apps
- Mac OS
- Operating Systems
- DNS
- Computer Networking
- LAN
- Network Support

- DHCP
- Network Administration
- Microsoft Windows Server
- VMWare
- TCP/IP
- Troubleshooting
- Java
- MySQL

Assessments

Technical Support — Proficient

September 2020

Performing software, hardware, and network operations.
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.