

## Skills

- IT Support
- Documentation Skills
- Customer Service
- Active Directory experience
- Ticket system
- Mobile Device Knowledge
- Basic Microsoft Exchange experience
- Operating System Installation
- Knowledge in multiple Operating Systems (macOS, Linux, etc.)
- Windows Server knowledge
- Malware Removal
- Basic Hardware knowledge

## Work Experience

### **Sigma Commerce**

June 10<sup>th</sup> - Present

#### Application Support Technician

- Develop and maintain documentation for standard operating procedures
- Worked independently and with a team of software developers
- Assisted Call center users remotely with password resets, application issues, and various other types of troubleshooting.
- Created and managed users via Active Directory
- Installed software hot-fixes
- Software testing
- Managed user mailboxes via Microsoft Exchange

### **Flamingo Las Vegas**

December 2019 –January 2021

#### Bar Porter

- Ordered alcohol needed for various bars within casino
- Assisted customers
- Clean bars when needed
- Stock new inventory in designated locations

### **Reef Development co.**

Feb 2015 – August 2018

#### Laborer

- Build forms for cement
- Transport supplies to various job sites
- Dismantle forms for cement when job is finished
- Assist Cement workers

## Education

### **Kealakehe High School**

Graduation May 2013

High School Diploma

## Professional Certificates

- Comptia A+ (April 2021 – 2024)

## References

- Eli Armstrong | Sigma Commerce | **Software Developer** (702)885-6169
- David Metz | Sigma Commerce | **Database Administrator** (702)449-4470
- Keone Shweitzer | Reef Development | **Foreman** (808)747-4893