

SERGIO

- ★ Systems Support II
- ★ Lead Technician

Objective

As an IT Support Technician, I aim to provide the best service possible by assessing the situation and informing myself as much as I can before making the most effective decision.

Experience

03-2015 to 10-2021

Westgate Las Vegas Resort & Casino

Systems Support II

As a lead technician, my responsibilities include the following:

- Perform backups on several systems such as AS400, gaming systems, showcase.
 - Made sure the entire team performed the backups when assigned.
- Manage service calls with a ticketing system as well as phone calls and emails.
 - Ensuring calls were completed in a timely manner or promoting the call to the next available tech.
- Maintaining POS Hardware, Software, Inventory, and Events.
 - Deploying and replacing Hardware as needed.
 - Imaging the POS with the proper system, as well as installing the required software for tracking productivity.
 - Implemented an Inventory System to accurately track the POS’s movement and requirements.
 - Assuring large and small Events had all the requested POSs, while often having to relocate units from less needed areas to fill the quota.
- Working alongside management to ensure large projects are completed at a timely manner.
 - Projects including companywide PC updates, Networking & POS upgrades, etc.

02-2012 to 3-2015

Westgate Las Vegas Resort & Casino

Security Officer

As a security officer, I was in charge of leading the casino team in maintaining the safety of the property, leading the Toke pickup and NRT drop, among various other.

07-2010 to 2-2012

Dollar Rent-a-Car (Now Herts)

Support Operator

As a Support Operator, I managed the vehicle and GPS Inventory. As well as running police reports, working with customers, and making reservations.

- I personally developed a system to ensure customer pickups were done on time. The system sent emails and text reminders to the drivers to pick up the customers at their hotel.

Education

Various dates between 2008 to 2018

College of Southern Nevada, Las Vegas

1. Network Security
2. Computer Science
3. Computer Graphics
4. Biology

2006 to 2008

University of Nevada Las Vegas

1. Chemistry
2. Biology

Sergio Rojas
8712 Canyon Ranch St.
Las Vegas NV, 89131

702-517-7961
sergiored88@gmail.com

References

Tim Chase
Information Technology
Director
702-510-4188
tim_chase@wgresorts.com

Carlos Leon
Information Technology
Manager
702-527-9377
carlos_leon@wgresorts.com

Janel Ortega
Casino Cage
Manager
702-283-5981
janel_ortega@wgresorts.com