# MICHELLE FOX

**IT / Field Support Analyst**

Las Vegas, NV 89131

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IT Support Analyst / Systems Administrator with diverse industry experience in gaming, healthcare, hospitality & social media. Advanced information technology specialist successful in hardware, software & network troubleshooting, asset management & database management.

## WORK EXPERIENCE

### Sr Field Support Analyst

**CareMore** - Las Vegas, NV
October 2015 to Present

Responsibilities
Provide escalated technical support in the field, assisting with 8 different locations. Requests include troubleshooting / resolving problems with hardware, software, multi function printers, VOIP phones, Apple iPhones & iPads.

Work with corporate network teams to oversee and implement changes as needed to local hardware. Work with vendors that require access to IDF closet and security systems.

Skills Used
Windows OS & Windows Server OS troubleshooting, hardware troubleshooting, hardware & software deployments, end user support, troubleshooting of network & wireless networks, Active Directory, Service Now.

### Implementation Lead / Site CoOrdinator

**Xerox** - Las Vegas, NV
October 2013 to September 2015

Responsibilities
Manage field services team, direct & prioritize their daily tasks, provide advanced triaging of equipment. Assist 2nd level service team by providing locations and triage findings as well as contact information. Worked with Caesars IT team to provide updates on open issues and oversee the ticketing process from open to resolution.

Oversee delivery, placement and configuration of desktop and multi-function printers for the hotel/casino unit. Worked with carrier to ensure timely delivery of machines, placement into correct departments and testing of hardware.

Ensure all data relating to each device has been collected and entered into proprietary database system to ensure equipment is monitored for hardware issues and supply orders.

Accomplishments
Assisted in implementation of 150 devices placed at the MGM Grand, assisted in implementation of 75 devices placed at the Mirage Hotel & Casino. Led the implementation of 125 devices placed at the Bellagio Hotel & Casino. Led the implementation of 75 devices placed at the Cromwell Hotel & Casino. Assisted in placement and removal of devices for MGM Corporate move, World Series of Poker and remodel of the Quad Hotel & Casino.

Skills Used
Windows OS, Microsoft Office, Adobe PDF, Remedy, XSM/XTM, Xerox Printers & MFPs, TCP/IP, SMTP, LDAP protocols, troubleshooting of networks & wireless networks, data entry, hardware & software troubleshooting.

## Field Support Analyst

**CareMore** - Las Vegas, NV
January 2013 to September 2013

Responsibilities
Provide escalated technical support in the field, assisting with 9 different locations. Requests included troubleshooting / resolving problems with hardware, software, printers, high-speed copiers, VOIP & POTS phones.

Accomplishments
Worked on the deployment of new and existing hardware, servers & desktops, printers & phones for three different office renovations.

Skills Used
Windows OS & Windows Server OS troubleshooting, hardware troubleshooting, hardware & software deployments, end user support, troubleshooting of network & wireless networks, Active Directory.

## Customer Support Representative

**Cox Communications** - Las Vegas, NV
September 2012 to January 2013

Assisted customers in networking their Apple & Windows laptops, Apple, Android & Blackberry tablets & cell phones on to available wired & wireless networks. Consistently aided in troubleshooting & escalating networking issues, TCP/IP configurations, registering IP address on Cisco servers.

## Quality Assurance Analyst

**Wynn Resorts** - Las Vegas, NV
February 2012 to June 2012

Worked with Development team to find and document defects in new corporate web site. Tracked defects in HP Quality Center, created reports based on defect tracking data for distribution to Marketing and Management teams.

Worked with Development team to find and documents defects for Casino table game management software, created, tracked and tested defects, ran SQL queries against database logs.

## Systems Administrator

**Gaming Laboratories International** - Las Vegas, NV
2007 to January 2012

Maintained and monitored in-house and remote Microsoft Servers, VMware Servers, Active Directory user accounts & groups, Cisco Routers & Switches, Firewalls, Domain Controllers, Backup Servers, Database Servers, File Servers, SAN, IP Phones, ADT security cameras & servers.

Implemented network enhancements that improved system reliability and performance, including new hardware for Backup / Disaster Recovery plan, SAN storage, contact database hardware & software upgrades.

## Web Developer / IT Consultant

**Self Employed** - Las Vegas, NV
2003 to 2007

Worked with clients to design, program, implement websites, graphics, banner ads, website promotions and SEO/marketing. Provided training on the use of website, how to maintain website and how to implement marketing strategies.

## Systems Administrator

**DirecTV Broadband** - San Jose, CA
2001 to 2003

Systems Administrator for the Embedded Linux Software development team, was given increased responsibilities working with multiple teams on production website deployments.

Planned & implemented the migration of software code tree from existing Microsoft VSS platform to Merant PVCS mirrored Windows and UNIX platforms.

## EDUCATION

## Some College in Computer Science

**Diablo Valley College** - Pleasant Hill, CA
1989 to 1991

## SKILLS

- **Windows Workstation & Server Operating Systems, Active Directory, Computer Hardware & Software, LAMP, TCP/IP, HP / Lexmark & Xerox Printers & Multi-Function Copiers, VOIP Telephones (10+ years)**
- **Network Support**
- **Linux**
- **DNS**
- **LAN**
- **VMWare**
- **Technical Support**
- **Computer Networking**
- **System Administration**