

Christian Jordan

IT Technician / Business Services

Las Vegas, NV 89123

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- Well qualified Diverse IT Technician with 5+ years of Experience In DESKTOP SUPPORT , IT Tech & CUSTOMER SERVICE Using My Multi Skilled Services in a position that will allow growth in the Potential company I am Employed by. (Out of work due to Slow Down Of Last Employer Due To The Corona virus. Located in Las Vegas , Praying To Be Back Employed Soon.

Authorized to work in the US for any employer

Work Experience

IT Project Consultant - IT Technician / Business Services

Lexington Medical Center - Columbia, SC

June 2019 to September 2020

- I Performed IT Services & Consulted A 57 Medical Site Wide IT Project Updated OS Hard Drive From Static Drives To Solid State Drives in Thousands Of Desktops & Laptops & VDI Network (Virtual Desktop Infrastructure) Migration From Windows 7 To Windows 10 Because Microsoft Has Pulled The Plug For Supporting Win 7 Updates In 2020.
- We Implemented Users & Groups on Cloud Based Microsoft Azure Active Directory instead of on-premise (Local) Active Directory. Added & Deleted Users Joining/Leaving Company & Assigned Groups .
- I used Zendesk To Take On Company Support Tickets & To Respond To Domain Users On Their Issues & Demands.
- I installed, imaged, monitored, configured, upgraded, troubleshooted, and maintained physical and virtual servers, personal computers, laptops, printers, software, audio and video equipment, telecommunication systems, wireless connectivity, remote access, and other network devices, Replaced Desktop & Laptop Power Supply, Ram, Sticks, Video Cards ect.
- I have hands on Desktop/Laptop Motherboard Restoration Installation & Set Up Virtual OS For Faster Medical Staff Daily Job Routine PC Experience To Various Medical Site Locations.
- I Had to interview Hospital Management to determine their specific project needs.
- I document and provide technical assistance and support for incoming IT requests and issues related to computer systems, software and hardware. Install, modify, and repair computer hardware, software and peripheral devices. Maintain, configure, redesign and expand current Cisco wired and wireless network.
- We Performed and monitored data backup and recovery procedures.
- Assisted in managing IT inventory, computer imaging, desktop management.
- Participated in the implementation of IT projects with Vendors.
- Assisted With The Corona Virus Epidemic By Providing I.T Setup.

Project Consultant / IT Technician

AT&T (HQ Tower) - Atlanta, GA

April 2018 to June 2019

- Located In The Heart Of Downtown Atlanta In AT&T Corporate Headquarters Tower One Of Atlanta's Tallest Skyscrapers.

- I Consulted and Provide Timely and Considerate Customer Service with Clients & Technicians to get Their Quantity needs on equipment such as large Network servers, VoIP Cisco Phones & Gateway Audio codes which i had to configure manually and make sure all equipment is working right and good to go to be sent out then work directly with UPS Using their equipment & software to ship out the equipment.

- I had to Maintain a Exceeding Level Of Project Knowledge & Understanding Of Tech Equipment Services & End Result Of Installation With Clients/Company Employee's.
- Communicated With Client For IT / Engineering Store Setup Needs & Create Shipping Labels , Hand Prep Equipment In UPS Shipping Boxes & Check Off All Tech Is In Stores Inventory Request & Take Packages By Cart To Loading Dock On Time Daily To Meet Deadline With Clients.
- My duties Included new hardware and software installation, imaging, packing and support for nationwide Store rollout.
- Troubleshoots issues with telephony systems, including related network resources and software applications
- Install and maintain all network infrastructure utilizing government and industry security best practices.
- Using UPS Postal Service Software To Create Shipping Labels & Ship Equipment To Worldwide Locations.

Aircraft Load Captain/Ramp Material Handler

Federal Express (FedEx)(CAE) Columbia Metropolitan Airport - West Columbia, SC

June 2017 to April 2018

- I Was Responsible For Powering Aircraft & The Load On All Materials Entering Aircraft & Belly Of Boeing 747 & ART Feeder Aircraft And Wing Marshal Aircraft Off Airport Ramp.
- I Provided Safe And Efficient Operation Of Equipment Used For The Movement Of Packages/Documents/ Heavyweight, Dangerous Goods And Ulds.
- Assisted In The Buildup/Breakdown Of Pallets Containing Heavyweight Freight.
- Dealing With The Movement Of Heavyweight Freight Using Forklifts, Tugs And Other Loading/Unloading Equipment Transfer cargo onto airplanes.
- Performed preflight and post flight aircraft checks, and compute weight and balance.
- I Ensured all governmental regulations, company procedures, and safety and security requirements are followed.

Customer Service Agent / IT HelpDesk Support/ CSA Trainer

AT&T - Las Vegas, NV

March 2016 to June 2017

- Completed 8 Week AT&T Job Certification Training & Was Able To Now Train Other AT&T Employees On The Many Applications The Company Uses & Presenting Outstanding Customer Service and Using The Correct Dialogue When Speaking To Our Many Customers.
- Handled Escalations and follow up with consumers.
- Nurtured business relationship with customers

- Helped Customers with Equipment Tech Issues
- Handed Direct TV Equipment Purchases & TV Packages
- Handled Personal Information Such As SSN, Credit Card Numbers, Address, ETC
- Handled Wireless Cell Phone Purchases, Activation & Walk-Thru of Product.
- Scheduled Technicians To Visit Homes Of Customers For Installation

Front Desk Concierge Agent

Caesars Palace Resort & Casino - Las Vegas, NV

August 2015 to February 2016

- I Handled Hotel Guest Personal Info (SSN, Credit Score, Address, DOB, Phone Numbers)
- I Always Presented Outstanding Hospitality & Customer Service In and Around Resort Property's In Las Vegas.
- Standing and greeting residents and guests according to company standards
- Maintaining ownership of the process of resolving resident and guest complaints
- Interacted with all residents, showing genuine appreciation.
- Provide knowledgeable and comprehensive information about the surrounding areas.
- I Promptly answered, record, and complete all guest requests, phone calls, questions, or concerns.
- Monitoring surveillance cameras.
- Monitoring and securing the lobby.
- Walking the premises to ensure that the highest standards are being maintained.

Inventory Control Technician (Lead Inventory Technician)

LMG Show Technology - Las Vegas, NV

May 2014 to August 2015

- Stage Setup For Las Vegas & Los Angeles Shows & Conventions In THE TWO ENTERTAINMENT CAPITALS OF THE WORLD.
- I Was Appointed Lead Inventory Control Technician Over My Own Department For A Fortune 500 Tech Company At A Young Age
- I Maintained & Manage An Acceptable Level of Physical Tech & Stage Inventory
- Handling Tech Stage /Concert Equipment For The Conventions & Shows From Las Vegas - Los Angeles
- LED Pixel Assembly & Screen Video Production
- Audio Soundboard Configuring
- PC & Mac Setup For Stage Crew
- Network Cisco Router Setup
- Remote Desktop Setup For Stage/Event Manager

Lead Technical Director

NEBC - Columbia, SC

February 2009 to April 2014

- I Directed technical aspects of podcasts and other productions, checking and switching between video sources, and taking responsibility for the on-air product, including camera shots and graphics.
- Make Repairs To Any Tech Equipment As Needed (Speakers , Sound Board , Video Projector, Rotational Cameras
- Supervised and assign duties to workers engaged in technical control and production of digital recording of programs to consumers.
- Test stage & audio equipment in order to ensure proper operation
- Monitor broadcasts in order to ensure that programs conform to station or network policies and regulations
- Observe Video through monitors, and correct camera and video controls for ideal Picture & Contrast.
- Acted as liaisons between engineering and production departments.

Education

Associates of Science In Network Systems Administration

ITT Technical Institute-Las Vegas - Las Vegas, NV

June 2014 to February 2016

High school diploma

W.J Keenan High School - Columbia, SC

August 2010 to May 2014

Skills

- Help Desk
- Computer Networking
- Cisco Routers
- Network Support
- VoIP
- LAN
- Microsoft Windows
- VPN
- Active Directory
- Technical Support