

Arthur S. Green III

3265 Lubec Valley Ln. Henderson, NV 89105 • 702-202-5823 • asg3pc@gmail.com

January 21, 2022

Dear Sir or Madam:

In the interest of establishing employment with your organization, I have enclosed/attached a presentation of my professional qualifications for your review and consideration.

Definitive details including over 20 years of professional employment, expertise and education are specifically outlined in accordance with your organizational needs. My experiences in Information Technology, Information Systems, Teaching/Training as well as Business Management/Operations will not only allow me to meet the challenges incurred in a new position, but also allow me to positively impact and contribute to your company's goals, mission and vision.

Over the past decades, I have gained a wealth of knowledge and experience working as a technical teacher/trainer: K-12/College Technology Teacher, Travel/Tourism/Hospitality: Manager and Systems engineer, Systems Administrator/Director of Technology as well as Enterprise Level Systems Engineer and Help Desk/NOC Desk technician for small businesses, hotels and casinos throughout the United States

My current goal is to find a company/career where I could see myself retiring from and thus, I am extremely flexible with salary requirements, position and would also welcome any opportunities for projects/temp assignments in the interim.

I sincerely appreciate your review of my resume and welcome an interview if a position requiring a professional with my qualifications and dedication will be or is currently available.

Respectfully Submitted,

Art Green
Enclosure/Attachments

Phone: 702-202-5823
Email: Asg3pc@gmail.com

Presentation Of Qualifications

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Objective

To secure a career in a growing and challenging industry allowing me to effectively use my acquired skills and expertise in the areas of Information Technology, Information Systems, Teaching/Training and Business Management/Operations in order to ensure continual increases in company growth, stability and profitability. Assist in the continual elevation of employee morale and client/customer satisfaction using my talents as an exceptional communicator, devoted team player, innovative problem solver and responsible leader.

Skills And Expertise

Software

**Office 365, Google
Workspace, Zendesk,
Zoho, Kaseya, Connect
Wise, Team Viewer, VNC,
Hyper-V, VMware, Virtual
Box, Acronis,
InfoGenesis, Micros**

Systems

**Windows, Windows
Server, Exchange, SQL
Server, AWS, Azure,
Chrome, Mac, Linux,
Android, iOS**

Hardware

**Servers, Pc's, Laptops,
Tablets, Firewalls,
Routers, Switches,
Cabling, Cameras,
Biometrics, NAS,
Printers, Copiers, Fax,
Scanners, POS, Kiosks,
Audio/Video, Telco/VoIP**

A+ Certified • Security+ Certified • Network+ Certified • MCP Certified • MCTS Certified • MCITP Certified • MCSA Certified

Experience

04/2019 – Present	HOPE for Prisoners	Las Vegas, NV
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Executive Management Assistant to the CEO (Chief of Staff)

Currently overseeing day to day operations and managing a team of 23 staff members in the reentry non-profit sector. Acting as a strategic consultant to and filling in when the CEO is away and or unavailable. Providing oversight for all facility and technology related issues as well as future expansion planning. Assisting with escalation support for internal and external matters while also coordinating all events and appearances including a visit from a sitting president.

06/15 – 12/18 RazorREZ Las Vegas, NV

Technical Services Manager

Worked with a small development team to create and support an enterprise reservation, gate check-ins, point of sales systems, hardware, software and peripherals for large tour operators. Worked daily with developers on new builds/releases as well as helping to find and fix bugs in the existing software/code. Managed all client services including training end users on new software features and hardware. Created and maintained the organizations support portal and knowledge base.

01/12 – 05/15 Dependable Computer Solutions Las Vegas, NV

Systems Administrator/Technical Trainer/Owner

Providing systems support, network administration, product support, consulting and training (A+, Net+, Security+ and Microsoft Office) at the Nevada School of Professional Studies, Cmarie Productions (Los Angeles) and Hope for Prisoners.org while also providing I.T support and technical training for other home, small business and non-profit clients throughout Southern Nevada.

04/11 - 11/11

Intelligent Technology Solutions

Las Vegas, NV

Systems Administrator - Field Services Technical Specialist

Worked with a small team of technology specialists in order to provide a total care managed network administration solution for businesses throughout Southern Nevada. Specialized in remote troubleshooting, diagnosis and resolution for PC's, servers, network hardware and mission critical applications for corporations. Reported to CEO

08/09 - 07/10

Lincoln Educational Services/Lincoln College

Las Vegas, NV

Lead Admissions Advisor - Information Technology Programs Specialist

Oversaw and developed a staff of admissions advisors while individually leading all admissions advisors in gross student enrollments. Assisted corporate I.T. by providing backup hardware, software and operating system support during daily operations. Administered weekly team lead meetings. Reported to the Director of Admissions

06/07-05/09

Andre Agassi College Preparatory Academy

Las Vegas, NV

Technology Teacher/ Education Systems Administrator/ Varsity Football Coach

Taught year around elementary, middle and high school information technology/systems classes while assisting with campus-wide Technology/Audio Visual/ Programming/ Systems administration and standardized testing administration. Designed a curriculum for elementary and high school students far surpassing Nevada State standards while also preparing them for real-world application support, troubleshooting, professional quality presentation design and desktop publishing. Reported to COO, Principals and Athletic Director.

07/06 - 03/07

United Parcel Service

Las Vegas, NV

Level III Enterprise Systems Technician/ Trainer - TSC Group

Specialized in all aspects of Information Technology/ Systems Support as liaison/expert in Package Flow Technology Systems, Network Hardware/Software/Troubleshooting and design.

02/02-08/05

Heritage College/Kaplan Higher Education

Las Vegas, NV

Director of Information Technology/ I.T. Instructor/ Facility Manager

Responsible for overseeing the design, purchasing, implementation, operation and maintenance of 500+ faculty, staff and student PCs on two wide area networks while maintaining 99.14% combined average network uptime for the entire college campus. Orchestrated project management for Kaplan Higher Educations western region enterprise domain migration and taught in business and IT Dept.

12/99-07/01

Dell Computer Corporation/ClientLogic

Las Vegas, NV/Dover, DE

Dell Technical Support Supervisor/ Sr. Supervisor/ Trainer

Supervised a staff of 140+ Dell computer technicians in day-to-day call center activities at ClientLogics Las Vegas Nevada and Dover Delaware technical support centers. Responsibilities included call flow forecasting, margin analysis, escalated technical support issue resolution and management in Dells Home and small business division. Trained new Dell computer technicians in the areas of hardware troubleshooting, support and repair.

Education

Associate of Arts Degree – Information Systems Technology

UNLV School of Cyber Security