

Maverick Hamilton

Information Technology Specialist

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EXPERIENCE

Robert Half Technology, Las Vegas, Nv— Tier 1 Technician

September 2020 - PRESENT

- Manage multiple client ticketing systems
- Prioritize tasks based on urgency of incoming tickets and calls.
- Diagnose, troubleshoot, and resolve or escalate the following:
 - Network account issues
 - Network and connectivity issues
 - Managed services account issues
 - Application and software issues
 - Hardware issues
- Work alongside each clients' in-house IT team to resolve user side issues through escalation when necessary
- Onboard and offboard employees in accordance with company information technology policies
- Resolve issues in a timely fashion in accordance with each clients' SLA agreement
- Improve and maintain customer satisfaction by responding to customers issues with empathy, courtesy, and compassion
- Create, update, and review Knowledge Base content to ensure accuracy and completeness
- Train new technicians and mentor technicians
- Maintain working knowledge of multiple unique client enterprise systems and serve as a SME for analysts and technicians

SKILLS

- Communication:
 - Verbal
 - E-mail
 - Chat
- Adaptability
- Time Management
- Self-motivation
- Conflict Resolution
- Teamwork

IT SKILLS

Troubleshooting:

- Software
- Hardware
- Network
- Mobile Devices

Ticketing Systems:

- JIRA
- ServiceNow
- ServiceDesk

Remote Tools:

- TeamViewer
- Bomgar
- Microsoft RDP
- Citrix Director

Admin Tools:

- Active Directory
- AS400
- O365 Admin Portal
- Exchange Management Console (EMC)
- Adobe Creative Cloud
- Mobile Solutions
- Citrix Director
- SCCM
- Various MFA tools
- Okta Admin

Golden Nugget, Las Vegas, Nv— Tier 1 Tech/Intern

Nov 2019 - March 2020

- Prioritize tasks based on urgency of incoming issues
- Diagnose, troubleshoot, and resolve, dispatch or escalate the following:
 - Network account issues
 - Network and connectivity issues
 - Managed services account issues
 - Application and software issues
 - Hardware and peripheral issues
 - Point of sales software and equipment
- Educate end-users on equipment and software related to their position.
- Improve and maintain customer satisfaction by responding to customers issues with empathy, courtesy, and compassion

Pizza Hut, Las Vegas, Nv— Shift Manager

June 2015 - Nov 2020

- Manage and support a team under high work volume.
- Monitor team members metrics and mentor as necessary.
- Inventory and catalog store resources.
- Apply problem solving and conflict resolution skills while assisting customers and team members with issues and concerns.

EDUCATION

IT Works - Tech Impact, Las Vegas— Certified

August 2019 - Dec 2019

- 250+ hours of in-depth technical training following ComTia approved material.
- 300+ hours of enterprise level training
- Cisco IT Essentials: PC Hardware and Software - Certified

Del Sol High School, Location — High School Diploma

2009- 2014