

Jason Bacani

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725.266.2997

Las Vegas, NV

Experience

- **IT Operator** (Jun 2020 - Present)
DROCK Gaming - Las Vegas, NV
 - Provided onsite technical support for Windows, Mac, Chromebook, iOS, and Android devices
 - Deployed the computers, printers, scanners, telephones, switches, and point of sale systems during the construction of Circa Resort & Casino
 - Upgraded PCs by replacing computer hardware. Typically by replacing hard disk drives with solid state drives, or by installing additional RAM
- **Helpdesk Technician** (Feb 2020 - Jun 2020)
Affinity Gaming - Las Vegas, NV
 - Provided remote desktop support for Affinity Gaming's hotels and casinos, and on-site desktop support for the Affinity Gaming corporate headquarters
 - Created and maintained user accounts in Active Directory, Exchange, and various gaming and hospitality applications

Education

- **Bachelor of Science in Computer Science** (May 2018)
University of Guam - Mangilao, GU

Certifications & Licenses

- **CompTIA A+** (Sep 2018 - Sep 2021)
Verification Code: [MMKBH2NFFLVQQ09X](#)
- **Nevada Gaming License** (Feb 2020 - Feb 2025)
License Number: [R4139165](#)

Skills & Technology

- Helpdesk ticketing software (Track-It!, ServiceDesk Plus)
- Point of sale systems (InfoGenesis, Micros)
- Voice over IP (Mitel)
- Electronic locks (Salto, Saflok)
- Office 365 Admin
- Exchange Control Panel
- Active Directory
- Gaming applications (Oasis, IGT, AS400/CMS, Everi, Optima, Stadium, Bravo)
- Lodging and hospitality (Opera, AS400/LMS, Alice)