

## LENNY FRASIER

9350 S. Cimarron Dr #1005 • Las Vegas, Nevada 89178 • (702) 406-9138 • LennyRF78@gmail.com

---

Objective: Acquire a challenging and rewarding position in the IT field

A talented, results-producing professional with over twenty years experience within the IT field. Resourceful and knowledgeable; I am adept at communicating with my colleagues, other professionals, and internal departments to coordinate overall efforts and success.

---

### EDUCATION AND CREDENTIALS

---

#### **Associates Degree in Computer Science**

High-Tech Institute of Technology

May 1999

#### **High School Diploma**

Trevor G. Browne High School

May 1997

---

### PROFESSIONAL EXPERIENCE

---

#### **Technical Support Engineer: March 2018 – Present**

##### **MGM Resorts International, Las Vegas, NV**

- Responsible for installation, termination, and removal of all types of network cabling.
- Physical maintenance of network devices and related infrastructure
- Ensure that all network devices and infrastructure and related procedures adhere to organizational standards and values upheld by MGM Resorts International.
- Deploy, maintain, and provision layer 1-3 network infrastructure.
- Termination testing and verification of copper and fiber transport media.
- Maintenance, monitoring, and upkeep of network power distribution and backup.
- Research, development, and continuous improvement for processes and procedures.
- Responsible for monitoring and enforcing secure access to infrastructure.
- Labeling, recording, and documentation of processes and configurations.

#### **Hardware Engineer: February 2015 – March 2018**

##### **MGM Resorts International, Las Vegas, NV**

- Maintain site hardware inventory and keep DCIM software current.
- Server hardware migrations and installations.
- Perform hardware break/fix activities.
- Maintain Hardware CA ticketing systems queues.
- Work with Cisco, Dell, and HP servers.
- Work with DRAC, Ilo, and UCS Manager support tools.

#### **Shift Lead: October 2014 – February 2015**

##### **Cognizant Technology, Phoenix, AZ**

- Handle end user calls, emails, chats, and web tickets.
- Provide escalated service solutions to users within IT infrastructure and application related issues.
- Perform ticket creation, categorization, and prioritization of technology issues.

**Technical Support Engineer: May 2010 – July 2014**  
**Schneider Electric, Phoenix, AZ**

- BMS Alarm auditing.
- Provide configuration and support of Building Management Systems.
- Globally managed environmental controls in customer data center.
- Configure server and workstation hardware, operating systems, application support located in each data center.
- Create and manage user accounts on BMS systems and also continuum customer interface software.
- Maintain and pull SQL reporting.
- Coordinate with data center owners for patching and upgrades.

**Windows & LAN OPS Engineer: May 2000 – May 2010**

**Sitel, San Angelo, TX**

**Sitel, Omaha, NE**

**Sitel, Las Vegas, NV**

- Provide onsite end to end support of all computers, servers, phones, and network equipment.
- Install Windows server 2003/2008.
- Monitor and administer OS builds using Symantec Ghost.
- Maintain computer room cables and inventory.
- Rack and stack all computers and servers.
- Create and support user accounts and group policies in Active Directory.
- Setup and configure network hardware.

---

**SKILLS & ABILITIES**

---

**SOFTWARE**

- |  |                                    |
|--|------------------------------------|
| • Windows Server 2000/2003/2008/2012           | • Nlyte DCIM                       |
| • Active Directory and Group Policy Management | • Rackwise DCIM                    |
| • Microsoft Office Suite                       | • CISCO UCS Manager                |
| • WSUS   | • DELL OpenManage Essentials       |
| • SharePoint                                   | • System Center Operations Manager |
| • SQL 2005/2008                                | • Symantec End Point Security      |
| • CA Services Desk Manager                     | • Avaya IP Phone Systems           |
| • DELL OpenManage Server Administrator         | • Nortel Phone Systems             |

**HARDWARE**

- |   |  |
|---|--|
| • Rack and Stack server in designated locations | • Network Cabling pulls                |
| • Assemble server racks                         | • Server internal hardware replacement |
| • Termination of various cable types            | • PDU installation and monitoring      |
|   | • Installation of Switches and Routers |