

Brian J. Burdic

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Technical Expertise

- DHCP Services Server
- Microsoft Windows 10 OS configuration
- Microsoft Office Suits 365 Configuration
- Apple IOS
- Microsoft Active Directory Administration
- Network infrastructure
- Nortel, Avaya, and Cisco IP Telecom Configuration
- Polycom Telecom Configuration
- Apple, Blackberry, and Android Mobile Configuration
- Cisco Small Business switches
- SonicFirewall
- Ruckus Access Points and Zone Directors
- Symantec Ghost Solution Suite 1.0
- Microsoft SCCM Configuration

Work experience

Computer Operator 3 M1 Support Systems, Las Vegas, NV Mar 2016- Present

- Microsoft Office 365 Configuration
- Technical assistance with PCs deployed by our department
- Equipment Inventory Management
- Information Assurance Officer (IAO)
- Configuring and troubleshooting of IMDS, IETMs, CETADS, TCMAX, ALIS, ETIMs, MONARCH, and ACRONIS
- Submit and track work requests within the organization
- Knowledge of IT design principles, methodologies, and approaches used in testing, installing, operating, managing, and maintaining systems
- Perform Advanced helpdesk duties
- HP and Lexmark printer support
- Admin support for NIPR and SIPR systems
- Patching and Updating of Windows operating systems on the network
- Building and deploying Windows images with latest tested patches

End User Technician Dignity Healthcare, Henderson, NV July 2015- Feb 2016

- Project Managing 10 + Technicians
- Team Lead on the 2 biggest projects for the region (Win 7 and SSO)
- Lead Technician Converting Windows XP Machines to Windows 7 (1200 plus PCs)
- Lead Technician Converting PCs to Single Sign On PCs (1200 plus PCs)
- Lead Technician on Merge Project (Merging Radiology department and upgrading equipment
- 2nd and 3rd Tier technical support for project support
- Microsoft Active Directory Maintenance
- Microsoft Office 365 Configuration
- Technical assistance with PCs deployed by our department
- Imaging new and old units for the different projects
- Managing equipment assets (new equipment and disposal)
- Tracking project progress

Associate Special Projects Tek Systems, Las Vegas, NV May 2015- July 2015

- Helped Deploy 250 PCs for a week-long project
- Help with Computer and TV Converting for retail stores

SR PC Technician

Boyd Gaming, Las Vegas, NV

Feb 2015- May 2015

- Manage technicians and their schedules and tasks
- Maintained and help with configuring CISCO IP Telecom
- Maintain and installed cabling to CISCO switches with CAT5 cabling
- Assist in the maintenance of vender equipment and software
- Microsoft Office Configuration
- Technical assistance with Apple and Androids mobile devices
- Project management with upgrading our PCs
- Equipment Inventory Management
- Networking experience (Infrastructure)
- Manage Print Server project and move Printers to new VLAN

PC Technician 2

Boyd Gaming, Las Vegas, NV

Oct 2014- Feb 2015

- Assist users with computer issues in windows 7/8 Computers
- Maintained and help with configuring new cell phones for users
- Maintain and installed cabling to CISCO switches with CAT5 cabling
- Assist in the maintenance of Ricoh MFPs with vendors
- Microsoft Office Configuration
- Technical assistance with Apple and Androids mobile devices
- Remote desktop support to users as needed
- Project management with upgrading our PCs
- Equipment Inventory Management
- Networking experience (Infrastructure)
- Installed and maintained, HP printers, Ricoh MFPs

PC Technician 1

Boyd Gaming, Las Vegas, NV

Aug 2013- Oct 2014

- Assist users with computer issues in windows 7 Computers
- Maintained and help with configuring new cell phones for users
- Maintain and installed cabling to CISCO switches with CAT5 cabling
- Assist in the maintenance of MFPs with vendors
- Microsoft Office Configuration
- Technical assistance with Apple and Androids mobile devices
- Remote desktop support to users as needed
- Project management experience helping to upgrade the projectors
- Networking experience (Infrastructure)
- Installed and maintained, HP printers, Ricoh MFPs

Education and Certifications

CompTIA A+ Certification

Completed March 2016

CompTIA Security + Certification

Completed August 2020