Dustin K. Perez-Field

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IT Professional with 10+ years of experience in IT service delivery and operations. Driven to achieve results through strategic planning to support key business initiatives. Adept at optimal solution discovery, aligning business needs with various technologies to reduce overhead and increase revenue.

Skills

- Project Management
- Strategic Planning
- Strong Team Leadership
- Vendor Relations
- Effective Communication
- System Administration
- Troubleshooting
- Cost Control
- Resource Allocation

Experience

07/11 – 04/20

IT Service Desk Manager | Las Vegas Sands Corp., Las Vegas, NV

- Developed implementation of company-wide IT controls, including policies and procedures, risk assessments, new systems and monitoring applications.
- Supervise the IT Service Desk support staff by defining and establishing schedules, setting priorities, providing support/direction and addressing administrative issues as needed.
- Ensured IT Service Desk staff provide timely and considerate internal guest service by fielding Helpdesk calls and resolving technical issues.
- Ensured that all services provided by the IT Service Desk conformed to company regulations and approved standard processes (SOP's).
- Assist users, both in person and via the phone.
- Provided additional diagnosis of hardware issues, computer upgrades, networking setup/diagnoses, software problems, and PC specific issues/troubleshooting.
- Gathered, analyzed and presented metrics to benchmark the IT Service Desk workload/performance to develop and identify trends in issues to establish modifications to improve efficiency and practices.
- Prepared and maintained procedures and guides for end users and IT staff
- Improved user awareness of IT services by coordinating all training, documentation, and communication initiatives.
- Worked with the enterprise to promote excellent internal guest service, effective response times and provide expert insights into general support issues.
- Analyzed and identified trends in incident reporting and devising preventative solutions.
- Enforced quality of service guidelines for dealing with internal users, completing services, and overall internal user satisfaction.
- Trained IT Service Desk staff on standard operational procedures and troubleshooting techniques.
- Provided training on new hardware and/or software applications as needed.

- Created user accounts and managed access control based on company policies as needed.
- Created and maintained documentation and processes.
- Reviewed and approved timesheets.
- Developed staff goals and document performance evaluation.
- Maintained backup strategy.
- Managed hardware inventories to organize, label, and provided asset tracking for various computer and A/V hardware.
- Managed Active Directory configuration and development.
- Developed GPO's to adhere to corporate IT Policy.
- Configured and maintained corporate ServiceNow catalog.
- Worked with other IT Departments, Service Providers, and vendors to troubleshoot technical challenges and develop solutions.
- Proactively documented solutions to new and common technical issues.
- Maintained daily operations utilizing in-house development systems to track, monitor, and improve SLA year-over-year.
- Managed IT budget across multiple vendors, utilizing SAP Ariba procurement system.
- Directed all IT efforts for company's Sarbanes Oxley and PCI-DSS reviews.
- Coordinated implementation of InfoGenesis POS system and migration of all merchant credit card processors, sun-setting Micros in process.
- Developed and drove 2 year roadmap for Xirrus array deployment, giving the hotel/convention guests location-based servicing and ubiquitous internet roaming throughout.
- Oversaw implementation of virtual infrastructure using VMWare vSphere as well as deployed an offsite Disaster Recovery as a Service (DRaaS) solution to further strengthen backup/recovery.
- Deployed and managed property surveillance system (Pelco), DVR, server, and camera maintenance and repair.
- Networked regularly with business partners/vendors to discover product roadmaps and initiatives to determine potential ROI.

03/07 – 04/10
Web Developer | iVenue.com, Las Vegas, NV
- Maintain and enhance existing web applications and all integrated systems utilizing C#, ASP.NET, XML, JavaScript, JSON, AJAX and jQuery.
- Ensured all code was Section 508 and standards compliant where possible.
- Ensured consistent page appearance/behavior across multiple browsers (IE6+, FF, Chrome, and Safari).
- Created custom HTML emails for clients/in-house newsletters and invitations for distribution to our databases.
- Designed custom graphics using Adobe Photoshop and Illustrator.
- Incorporated FedEx and UPS tracking info to company's customer facing website using web services and WCF.
- Implemented web software such as traffic analyzers, banner programs and onsite SEO.
- Improved coding of CSS and JavaScript to enhance functionality and user experience.
- Implemented designs which included custom post types & taxonomies as well as social media integration.

Education

AUGUST 2010 - JULY 2012

A.A.S. Computer Information Technology / College of Southern Nevada, Las Vegas, NV

DECEMBER 2011

CompTIA A+ / NetCom Learning Inc., Las Vegas, NV

MARCH 2012

CompTIA Network+ / Professional Institute of Technology Inc., Las Vegas, NV

JULY 2012

CompTIA Project+ / Professional Institute of Technology Inc., Las Vegas, NV

References are available upon request