

Information technology professional providing technical management leadership in delivering technology-enabled solutions to address complex business needs. My experience includes interaction with internal and external business contacts while conveying solutions to all.

## **Professional Experience**

### **INTERNATIONAL GAMING TECHNOLOGY**

Systems Engineer II, 6355 South Buffalo Drive, Las Vegas, NV 89113, (702) 669-7988 06/2015 - 06/2020

- Manage the creation, review, verification and completion of the Technical Plans.
- Deploy VMware environment to ensure verification of Technical Plans meet specifications.
- Ensure Technical Plan is followed on assigned project.
- Function in a support capacity and assist with the isolation and resolution of System Incidents.
- Ensure Systematic Troubleshooting is being performed and documented.
- Provide solutions to technical issues.
- Effectively communicate to the customer current status of assigned project.
- Assist in managing Technical Changes.
- Communicate changes clearly to Change Management.
- Ensure Change Management process is being performed and documented.
- Communication to the Project Manager.
- Provide prompt updates to scheduled tasks.
- Provide regular updates during any installation or upgrade project.
- Manage System (IT) Training.

### **SUPERCOLOR DIGITAL**

IT Administrator, 3451 West Martin Avenue Suite A, Las Vegas, NV 89119, (702) 735-1212 02/2015 - 06/2015

- Generic information technology duties.

### **LIONEL SAWYER & COLLINS**

Senior Support Technician, 300 South 4th Street, Las Vegas, NV 89101, (702) 383-8888 04/2007 - 12/2014

- Responsible for disaster recovery plan.
- Coordinated two successful firm wide hardware rollouts including upgraded operating systems.
- Creation of multiple step-by-step training manuals for addressing various work processes.
- Asset control of hardware and software inventory utilizing Numara Track-It.
- Troubleshoot and resolve network and Internet connectivity issues.
- Manage data backup and recovery including off-site storage of information.
- Coordinated two successful firm wide hardware rollouts including upgraded operating systems.
- Creation of multiple step-by-step instruction manuals addressing various work processes.
- Maintain hardware and software inventory utilizing Numara Track-It.
- Direct IT Department in providing immediate response and resolution for open IT tickets.
- Strategic development and implementation of cost-effective training resulting in improved productivity.
- Provide direction to IT Department personnel in maintaining monthly training programs.

### **EOS TECHNOLOGIES, INC.**

Network Administrator III, 3160 East Transcon Way, Tucson, AZ 85706 (520) 624-6399 06/2005 - 03/2006

- Assisted in the infrastructure design and implementation of manufacturing facility.
- Implemented SharePoint Server to manage large quantities of data.
- Assisted email migration to Exchange 2003 helping outline archiving old email.
- Research and deployment of MeasurLink and Minitab.
- Research, implement, test, and document an uninterruptible power supply (UPS) solution.

## UNIVERSAL AVIONICS SYSTEMS CORPORATION

LAN Administrator III, 3260 East Universal Way, Tucson, AZ 85706 (520) 295-2300

08/2000 - 06/2005

- Support IS Infrastructure throughout the US and Europe.
- Implemented data backup and recovery system including off-site storage.
- Manage, train, and provide technical assistance to helpdesk personnel.
- Responsible for researching and recommending upgrades to increase network efficiency.
- Integrated Network Appliance (NetApp) addressing storage concerns.
- Scheduling and performing software/hardware upgrades on various computer systems.
- New server/workstation builds and upgrades with data integration.
- Implemented cloning software to streamline the process of PC build time.
- Stabilized internal relations between IS and internal customers and external vendors.
- Implemented internal re-usage policy of outdated computer equipment increasing ROI.

## CIRCUIT CITY

Manager, Sales, 5530 E. Broadway, Tucson, AZ 85711 (520) 747-9881

04/1995 - 08/2000

- Responsible for all aspects of a \$35 million store.
- Management of 75+ employees including hiring and termination processes.
- Training of Sales Counselors. Including monthly sales and annual performance reviews.
- Responsible for the promotion of 4 Sales Counselors into management.
- Ensured store compliance with monthly corporate standards.
- Asset management and inventory control.

## UNITED STATES AIR FORCE

Aircraft Armament Systems Craftsman, Davis Monthan, AZ

05/1991 - 05/1995

- Maintained Top Secret Clearance throughout enlistment.
- Honorable Discharge.
- Gulf-War Veteran.

## Technical Summary

VM Ware vSphere Client, Windows NT 4.0 - Server 2016, Windows 9x – Windows 10, Active Directory, Hyper-V Manager, System Center Virtual Machine Manager 2008 R2, TCP/IP, WINS, DNS, SQL, Symantec Backup Exec, Network App, Sidewinder G2 Firewall.

## Professional Development

IGT Learning Annex, Las Vegas, NV

2015- 2015

- Information Technology Infrastructure Library (ITIL) Certification

University of Phoenix, Tucson, AZ

- Bachelor of Science in Information Technology.

2002 - 2005

Self-Study, Tucson, AZ

- Cisco Certified Network Associate. Cisco ID: CSC010323081

2000 - 2000

University of Phoenix, Tucson, AZ

- Microsoft Certified Systems Engineer. MCP ID # 1886425

1999 - 2000

Circuit City, Walnut, CA

1995 - 1997

- Management Development, Managing Through People, Loss Prevention Interviewing.

Community College of the Air Force, Tucson, AZ

1991 - 1995

- Computer Automated Maintenance Systems, Advanced Technical Order System.