Mason S. Cadena
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Technical Summary

Platforms:	Windows, Linux, Mac OS, iOS, Android
Hardware:	Desktops, Laptops, Brother/Ricoh/Epson Multifunction Printers, Tablets, iPad, Macs, Label Printers, Pin Entry Devices, Orico Hard Drive Docks, Docking Stations, and additional Peripherals.
Software:	Microsoft Office, Service Now, FootPrints, Spiceworks, Concierge, CCH, Skype, GoToMeeting, Salesforce, 8x8, Docusign, UPK Developer, Google Admin/G-Suite, Google Chrome, Mozilla Firefox, Microsoft Edge, Active Directory, Malware Bytes, Splunk, Marimba, EMC, VNC, Cisco Anyconnect VPN, Box Admin, Confluence.
Certifications:	Google IT Support: Google Technical Support Fundamentals, Bits and Bytes of Computer Networking, Operating Systems and You: Becoming a Power User, IT Security: Defense Against The Dark Digital Arts, System Administrator and IT Infrastructure Service, Google Cloud Product Fundamentals, Udemy Cyber Security Level 1, Lean Six Sigma White Belt, Lean Six Sigma Yellow Belt.

Professional Experience

Apex Systems, Bellevue, WA | Starbucks System Support Analyst (Contract), 10/2020 - Current
Assist as many as 10,000+ stores, internal employees while supporting groundwork for Windows 10 Migration. Also, maintain store hardware for any technical difficulties found through our company networking tools to guide us with required troubleshooting.
- Utilize software tools such as tuner administrator along with remote support to complete system updates for company point of sales registers, back-office pcs, and additional peripherals.
- Communicate with the POS retail team through video conferencing accompanied by Slack channels for updates between multiple groups. The information supplied is for any gathered news from currently running projects and development.

Anderson Business Advisors, Las Vegas, NV | IT Operations Administrator, 02/2019 - 03/2020
Shared overall administration and support services for office staff in multiple locations. These tasks would be to maintain business functions for events, meetings, purchases, and system administration for 230+ team members.
- Guide physical or technical IT changes for operations within the company to ensure efficiency.
- Performed any needed maintenance for 230 team member accounts in our organization with account creations, password resets, and permissions to mapped network drives.

- Analyze internal processes through team collaborations to implement procedural changes to improve operations, such as supply change, maintenance of administrative records, and technical support issues.

The Point Casino & Hotel, Kingston, WA | IT Technician/System Administrator, 05/2018 - 08/2018
Professional in presenting support for The Point Casino and Hotel employees Supporting 300+ team member environment. Daily team efforts were encouraged to seek a variety of new technical issues to prevent future obstacles.
- Maintain inventory of tools, cabling, pos devices, printer supplies, and additional hardware within the administration office.
- Setup conference room with proper equipment for internal and external company meetings when needed.

Apple Summerlin, Las Vegas, NV | Technical Specialist, 01/2018 - 05/2018
Supported Apple Summerlin team with incoming customers at the point with their device needs at the stores Genius Bar. Troubleshoot knowledge was equipped for iPhones, iPads, Apple Watches, and application issues.
- Deliver positive results for customer satisfaction when troubleshooting any hardware or software related concerns.
- Engage in all store meetings for upcoming events and policies within the company for training purposes.

Diamond Resorts International, Las Vegas, NV | System Support Analyst, 01/2017 - 06/2017
Assisted with the development of the Hiring Manager Training for corporate and non-corporate environments. Shared to Internal/External users on clear navigational skills over tutorials for Taleo 15B and Oracle Employee Self Service products.
- Complete 90% of Internal and External password resets needed for Oracle system accounts.
- Enhance Hiring Manager Training to assist with the development of Taleo 15B training for Human Resources, Hiring Managers, and company Recruiters.
- Was assigned to complete a small percentage of escalated Footprint tickets to aid the help desk.

Education & Training
Coursera - Cloud Architecture with Google Cloud
November 2020 - Current

Coursera - AWS Fundamentals: Going Cloud-Native
Aug 2020 - Current

College of Southern Nevada - Enrichment, Secondary Education
Jan 2016 - May 2019

Naval Sub School - Graduated, Mechanical & Electrical Engineering Diploma
Aug 2015 - Oct 2015

Arbor View High School - Graduated, Diploma
Aug 2006 - Jun 2010