Celena Gillespie

Las Vegas, NV 89130
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+1 702 403 2288

Certified IT Professional. Exceptional capacity in managing priorities with ease while fostering the provision of superior customer care and workflow productivity. Consistently recognized as a hard-working, punctual, and amicable employee. Outstanding interpersonal and communication skills.

Authorized to work in the US for any employer

Work Experience

Desktop Support II
Orbis Solutions Inc - Las Vegas, NV
February 2021 to June 2021

- I do tier 2 desktop support.
- We handle mapping of drives, connecting printers.
- Computer set up, computer wiping, imaging, protecting computers while remoting in.
- I use Sophos end point protection. Solarwinds, Teamviewer, Office 365, Active Directory, Sharepoint.
- Setting up and maintaining different applications and software the customer needs for their company.
- Maintaining security and backup and patch management.
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Personnel Systems Management
The Logistics Company - Las Vegas, NV
December 2019 to February 2021

Personnel Systems Management
● Computer support for The Pass and ID Office 99 Force Support Squadron.
● Mapping of drives and printers. Upkeep and maintenance of computer hardware and printers. Setup of workstations.
● Installing and updating of software.
● Active directory and management of military based applications. daily, weekly and monthly reports and rosters.
● Trouble shooting, Vpn installation and managers of servers.
Las Vegas, Nevada
Celenag71@gmail.com
(702)403-2288

● Milpds, Obiee, Esd, Dra, Prada, Remedy and Cips systems for being a CSA for the Air Force.

Desk Top Support Technician
Robert Half Technology - Las Vegas, NV
November 2019 to December 2019

Desktop Support for many different companies.

● Active directory, unlocking and resetting passwords and setting up and deactivating new accounts.
● Remote troubleshooting, mapping drives and installing and updating software.
Service Now ticketing system

Configuration Technician I
CDW - Las Vegas, NV
September 2019 to November 2019

Image Deployment, configuration, updates, installation of hardware and software.
● Asset tags and serial tags, mapping devices and inventory control.
● Enrollment of Chrome Books
● Configuration central systems used for image deployment and operating systems
● AS400 used for in house ordering and returning of supplies.

PC Technician
Asher College PC Clinic - Las Vegas, NV
August 2018 to August 2019

Intake client computers, track progress, and document all action taken using "Spiceworks" ticketing system.
● Configure, install, diagnose, troubleshoot, and resolve any issues or concerns on systems including, but not limited to:
○ Windows 10, Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows 2000, Windows XP, Mac OS X, and Linux Personal Computer Operating Systems.
○ Apple, Android, and Windows Mobile Devices and Tablets
○ Removal of viruses and various malware from the above systems.
○ Setting up host based and network-based accounts for the above systems.
○ Hardware components including; motherboards, CPU's, RAM, BIOS, CMOS, Network Interface Cards, Graphics Cards, Video Cards, Other Expansion Cards, Hard Drives, Optical Drives, Cooling Systems, etc.
○ Microsoft Office Products including; Word, Excel, PowerPoint, Access, Outlook, Publisher.
○ Peripheral Devices including Laser Printers, Ink Jet Printers, Mice, Keyboards, Microphones, Speakers, Monitors, Projectors, etc.
○ Network Devices including Switches, Routers, Bridges, Hubs, Repeaters, Modems, Access Points.
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Lead Pharmacy Technician
University Medical Center - Las Vegas, NV
April 2005 to June 2018

Process outpatient prescriptions and inpatient physician orders, triage phone and window inquiry.
● Prepare and distribute prescriptions, unit dose bulk items, manage drug inventory, receive and stock warehouse deliveries.
● Assist in all daily pharmacy operations.

Pharmacy Technician

John Muir Mt. Diablo

April 2001 to September 2004

Oversaw insurance and physician correspondence, closed pharmacy including balancing register and filing hardcopies
● Prepare and distribute prescriptions, unit dose bulk items, manage drug inventory, receive and stock warehouse deliveries.
● Assist in all daily pharmacy operations.

Education

certification in Information Technology

Asher College - Las Vegas, NV

July 2018 to August 2019

Certification

Apollo College - Las Vegas, NV

May 2009

Skills

- Active Directory
- Desktop Support
- Microsoft Windows
- Operating Systems
- VPN
- Software Troubleshooting
- Network Support
- LAN
- Help Desk
- DNS
- Technical Support
- Microsoft Windows Server
- Network Administration
- Linux
- DHCP
- Information Security
- TCP/IP
- VMWare
- VoIP
- Citrix
- SQL

- Disaster Recovery
- Microsoft Exchange
- Encryption
- Crystal Reports
- Systems analysis
- Project management

Additional Information

Skills/Qualifications

- CompTIA A+ Certified
- CompTIA Linux+ Certified
- CompTIA Network+ Certified
- CompTIA Security + Certified
- Typing 60 words per minute
- Understanding diagnostic procedures and troubleshooting techniques.
- Understanding the OSI layer and network components that operate within that such as hubs, switches and routers.