

KRISTINE QUEROL

San Mateo, CA 94403

kristinecquerol@gmail.com

6502006230

- Work experience in the Information Technology field as a Technical Support Representative for a Fortune Global 500 company.
 - Work experience with CISCO and Foundry Routers and Switches, Microsoft Server 2008, MS Office Suite, currently in the process of recertifying for CompTIA A+ and CompTIA Security+ Certification
- Willing to relocate to: Las Vegas, NV - Portland, OR - Seattle, WA
- Authorized to work in the US for any employer



WORK EXPERIENCE

Field Support Technician

Insight Global - Westgate Resort and Casino - Las Vegas, NV

January 2020 to March 2020

- Provided information technology support to Westgate Resorts and Casino and Flamingo Bay properties in Las Vegas, NV
- Ensured all point-of-sale (POS) locations were fully operational 24/7
- Used a ticketing system to track, assign and resolve I.T. work requests
- Terminated line punch downs for new Pots, VOIP phones, and patch cabling
- Terminated Cat 5e and Cat 6 cables with RJ-11 and RJ-45 connectors
- Provided I.T. and POS support to 5 remote kiosks located along the Las Vegas Strip
- Replaced and configured LED panel boards using Signage Live
- Troubleshoot DHCP And DNS printer issues

Reservationist/Outdoor Range Safety Officer

Machine Guns Vegas - Las Vegas, NV

December 2018 to November 2019

- Assisted guests, hotel concierges and host affiliates with booking reservations via phone, email or chat for the indoor or outdoor range experiences
- Arranged transportation for guests to be picked up and dropped off at their hotels
- Made special accommodations for VIP guests when necessary prior to their arrival
- Collected and processed credit card payment from guests
- Organized, conducted and supervised safe shooting activities and range operations for all shooters at all times
- Provided range orientation for shooters and ensuring that the entire facility and all operations are maintained at the highest standards
- Immediately addressed weapons malfunctions and safety issues on the firing lanes as they arise; maintain accountability of inventoried weapons for inspection by Bureau of Alcohol, Tobacco, and Firearms (ATF)

Regional Hub Node Technician

United States Army - Camp Roberts, CA

October 2016 to June 2018

- Configured router interfaces/switch ports to communicate across various networking protocols using command line interface
- Used strong analytical skills to examine router/switch configurations for proper or improper configuration statements
- Configured network equipment to specifications by referring to mission configuration parameters to include analyzing security requirements while performing router administration
- Accountable for equipment valued in excess of \$20 million with zero-loss.

US Army Recruiter

United States Army - Bellevue, WA

February 2013 to September 2016

- Served as the Army's ambassador within the community
- Determined applicant eligibility for enlistment and counseled applicants on enlistment programs and options
- Prepared enlistment applications and processed qualified applicants to enlist in the Army and Army Reserves
- Conducted and submitted LiveScan fingerprinting results for applicants for FBI background investigations
- Collected all necessary immigration documents to process a Green Card for applicable applicants
- Accounted for and prepared Future Soldiers for initial entry training

Senior Information Technology Specialist

United States Army

March 2012 to February 2013

- Provided desktop computer support which included diagnosing and resolving any workstation operating system software, application software or hardware problems
- Provided user instruction for any workstation operating system software or vendor-specific application software
- Setup and configure standard workstation operating system software, all authorized standard application software, and all related services and authorized application software
- In charge of ensuring unclassified and classified networks were maintained and responded to network outages
- Responsible for the health, welfare, morale, safety, and training of 12 Soldiers

Information Technology Specialist

United States Army

May 2008 to May 2012

- Provided desktop computer support which included diagnosing and resolving any workstation operating system software, application software or hardware problems
- Submitted trouble tickets for issues requiring escalation or further follow-up by Tier III System Administrators
- Deployed and configured standard workstation operating system software, all authorized standard application software, and all related services and authorized application software
- Prepared classified hard drives and installed them into laptops for use in deployment to Afghanistan
- Supervised five Soldiers and was responsible for their training, health and welfare

Network Technician

United States Army - Daegu

April 2007 to April 2008

- Provided network and customer support to over 1,400 Service members and Department of Defense Civilians over three separate networks
- Provided network and technical support during five joint military exercises
- Supervised one of four teams allowing our secure facility to be supported 24 hours a day as well as increasing productivity by 80%

Technical Support Representative

ClientLogic Philippines - Pasig

October 2005 to March 2006

- Provided professional and efficient over-the-phone technical and customer support on various consumer and I.T. products for a popular multinational electronics corporation; documented call resolutions for future reference; served as a Tier II technician for specific I.T. products
- Created work orders for products requiring depot repair.



EDUCATION

BS in Computer Science

AMA Computer University - Manila

1999 to 2003



SKILLS

- Bilingual (10+ years)
- Microsoft Office Suite (10+ years)
- Network Administration (8 years)
- Hardware/software troubleshooting (10+ years)
- Help Desk
- LAN
- HTML (3 years)
- Active Directory
- VoIP
- Operating Systems
- Microsoft Windows
- Technical Support
- IT Support
- Management Experience (7 years)
- DHCP
- Microsoft Windows Server
- Linux
- VMWare
- DNS
- DHCP
- Network Protocols
- Microsoft Windows Server
- VPN
- WAN
- DNS
- Linux
- VMWare
- Customer Service (10+ years)
- Cabling
- Microsoft Exchange
- System Administration

- TCP/IP



MILITARY SERVICE

Branch: United States Army

Service Country: United States

Rank: Staff Sergeant

May 2006 to June 2018

Served in the United States Army as an Information Technology Specialist for 12 years with assignments to areas such as South Korea (two tours) and Baghdad, Iraq. Assigned additional duties are as follows, Master Driver Trainer, CAISI (Combat Support Automated Information System), Combat Life Saver certified, Combatives Level II certified, Retention NCO, Unit Prevention Leader (Administered Company drug testing and submitted samples for analysis weekly and reported any positive findings directly to the Commander).

Commendations:

Army Commendation Medal, Army Achievement Medal (3), Meritorious Unit Citation, Army Good Conduct Medal (3), National Defense Service Medal, Iraqi Campaign Medal with 2 campaign stars, Global War on Terrorism Service Medal, Korean Defense Service Medal, Noncommissioned Officer Professional Development Ribbon (2)



CERTIFICATIONS AND LICENSES

CompTIA A+ (Legacy)

Present

CompTIA Security+

August 2015 to September 2018

CompTIA A+ CE

August 2015 to September 2018

CCENT

July 2011 to August 2014



ADDITIONAL INFORMATION

References provided upon request