

MARLON ROA

LAS VEGAS, NV 89118

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OVERVIEW:

Experience with End-User & Network hardware/software troubleshooting. Good customer service skills & knowledgeable w/ different aspects of Information Technology through work experience, training & certification. With background in sales.

RELATED SKILLS:

- Study of CompTIA A+, Network+ and Security+ objectives in obtaining CompTIA Security+ Certification.
- Knowledgeable and experienced in Desktop Computer Hardware and Repair; Microsoft Windows troubleshooting.
- Experience with Networking including, but not limited to, technologies such as WAN, VPN, RADIUS and Backup Operations
- Experience with basic Network Security using Sonicwall VPN firewalls and Symantec System Center
- Some experience with Active Directory in Windows 2000 Advanced Server.
- Basic knowledge with deploying ESXi 6 and vSphere administration.
- Hands-on experience with remote access technologies including GoToMyPC, Citrix Metaframe, RealVNC, NetSupport Manager, LogMeIn Pro and Symantec PCAnywhere.
- Experience with deploying, administering, utilizing and troubleshooting Retail Pro 8.50 – a retail management, sales analysis and inventory consolidation software system.

WORK EXPERIENCE:

9/2011 - 4/2020 Fry's Electronics (Las Vegas, NV 89119)

Electronic Components Sales:

- Salesman for Electronic Components Department providing technology solutions for various home and small business computer/workstation components and networking hardware; Provided various computing solutions and security systems for personal and small business use;
- Basic PC Hardware/Software and home/SOHO network troubleshooting; General merchandising.

2/2015 - 4/2015 Keylink Solutions LLC (Las Vegas, NV 89118)

I.T. Support Specialist:

- Project Technician for company-wide project; Objective is to update kiosk systems deployed by company for major hotels and casinos around the Las Vegas Strip and other clients nationwide;
- Provided support to I.T. Manager in deploying ESXi server and managing vSphere;
- Work directly with I.T. Manager to resolve local network issues while providing on-site business client support; Resolve/Escalate end-user support calls;
- Utilize Spiceworks Help Desk, LogMeIn Pro and NetSupport Manager in daily Support role.

6/2008 - 1/2010 Westgate Resorts LVCC (Las Vegas, NV 89146)

Owner Relations Agent:

- Call Center inbound customer support & service calls for Westgate Timeshare Owners;
- Utilize NOBLE, Unicenter ServicePlus Desk, Unicenter Knowledge Tools, e-mail, MS Office, internet, propriety intranet resource sites, along with knowledge & skills from Progressive Development Training, to provide information & assistance to owners & customers;

- Responsible for Owner account management, reservations, vacation planning/booking, website support, payments, complaints & relations while maintaining customer oriented & sales oriented goals; Coordinate with other departments in resolving issues presented by owners/customers.

2/2008 Cox Communications (Las Vegas, NV 89106)

Customer Service Analyst:

- Temp position as project team member for “Silver Bullet Project” through Robert Half Technology (I.S./I.T. Consulting & Outsourcing agency);
- Inbound/Outbound calls to assign and schedule work orders utilizing ICOMS v7.2.1 and iCall v1.0.41; Provide analysis & feedback on services, procedures & technologies to project manager;
- Explain the significance of the proactive service and related technical concepts to Cox Communications’ subscribers while adhering to company's customer service standards;
- Compile project data utilizing Microsoft Excel spreadsheets through Microsoft Sharepoint.

11/2006 - 4/2009 Carl’s Jr. (Las Vegas, NV 89117)

Shift Supervisor:

- Supervise/manage daily restaurant operations and employees; Assistant Manager Trainee;
- Cash handling, Receiving, daily Quality Assessment and basic accounting/bookkeeping.

6/2006 MGM Mirage (Las Vegas, NV 89109)

I.S. System Technician II:

- Temp position through Robert Half Technology (I.S./I.T consulting/outsourcing agency);
- Tier 2 computer technician for 9 hotel-casino properties owned by MGM Mirage on the Las Vegas Strip, involving short distance travel between properties as needed;
- Setup/network On-site computing resources for various events/functions for all properties.

2/2005 - 6/2005 Tadashi (Vernon, CA 90058)

I.T. Support Technician:

- Provided support in deploying/implementing I.T. Department projects; User Account Management;
- Maintain ownership & responsibility of trouble tickets; Support with Networking and Back-up Operations; Perform data entry, generate reports & other tasks utilizing AS/400 Client Access Express;
- Network Security administration (firewall logs, firewall rules, anti-virus administration console, etc);
- Administering and troubleshooting Retail Pro 8.50; provide many types of Retail Sales related reports (through Retail Pro 8.50 and MS Office) to multiple senior-level staff.
- End-user hardware/software support for local office and Tadashi Retail Stores at remote locations.

EDUCATION, TRAINING & CREDENTIALS:

8/2020 - CompTIA Security+ Certification (Las Vegas, NV 89169)

10/2011 - Veeam Software (Las Vegas, NV 89169)

- Seminar on Veeam Software integration with VMware vSphere and ESXi Management/Backup

09/2008 - Westgate Resorts LVCC (Las Vegas, NV 89146)

- Westgate Owner Relations Sales Training

06/2008 - 07/2008 - Westgate Resorts LVCC (Las Vegas, NV 89146)

- Westgate Owner Relations Professional Development Training

02/2005 - Tadashi (Vernon, CA 90058)

- Training Seminar on Retail Pro Software System Management (by Retail Pro International, LLC)

02/2005 - Tadashi (Vernon, CA 90058)

- Orientation on EDI & Vantage Point AS/400 OS (by Vantage Point Software)

09/2004 - East Los Angeles Skills Center (Los Angeles, CA 90031)

- *Computer Maintenance and Repair Fundamentals*

09/1999 - 01/2001 - Informatics Computer Institute (Quezon City, Philippines)

- *B.S. Computer Science (undergraduate)*

1993 - 1997 - Notre Dame of Greater Manila (Caloocan City, M.M., Philippines)

- *High School*

REFERENCES:

Gabriel Paz (702) 606-7067

Electronic Components Specialist 1 (Department Supervisor), Fry's Electronics (former)

Osmond Jones Jr. (702) 508-8553

Information Technology Manager, Keylink Solutions, LLC (former)

David Fisk (702) 612-0689

Information Technology Analyst, The Venetian Las Vegas

Michael Roa (702) 703-7088

Vulnerability Management Engineer, Las Vegas Sands Corporation