Ernesto Villagrana

**Technology Professional/IT Project Manager**

∙ Mobile: 702.503.7767 ∙

E-mail ERNIETRONICS@GMAIL.COM

**PROFESSIONAL PROFILE**

Accomplished IT professional with demonstrated success implementing IT initiatives that improve business functionality with positive impacts on the bottom line. Skilled project manager, with proven ability to lead and motivate teams to maximize productivity. Technology savvy self-starter, adept at moving in to new environments and extrapolate from existing experience to quickly adapt to new technologies fluently. Possess first-rate communications and collaboration skill to lead and work in concert with diverse groups effectively.

**AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| * Information Technology | * Project Management | * Operation Management |
| * Technical Analysis | * Network Engineering | * Multi-Platform Network |
| * System Integration | * Migrations/Upgrades | * IT Strategy Development |
| * Wireless Networking | * PBX | * Domain Administration |
| * Internet * Personnel Management | * VPN * Network Security | * Network Security * Casino Applications |

**EDUCATION**

* 2002-2003 Associate of Science Degree in Personal Computer/Network Technology

Collins College, Tempe Arizona

* 1999-2002 High School Diploma

Nogales High School, Nogales Arizona

* 2009-2010 Associates in Logistics Supply Chain Management (Unfinished)

Cochise College, Nogales Arizona

* 2019 Scrum Master Certified

Languages:

* + Spanish
  + English

**EXPERIENCE**

Station Casinos Las Vegas, NV (2018 - 2020)

Project Manager/Hospitality Engineer/Scrum Team Member 2018-2020

* Project Manager/Consultant on Software Upgrades/New Software deployment, various new venue openings
* Manage Project Budgets, IT team and equipment requirements.
* Manage/perform upgrades to various systems including POS, PMS (LMS) and all Hotel Applications
* Work closely with the Hospitality team for support and maintenance of all Hospitality systems and POS.

Caesars Entertainment Las Vegas, NV (2011 - 2018)

Associate Project Manager 2015-2018

* Project Manager/Consultant on Software Upgrades/New Software deployment, various new venue openings
* Manage project team, special events team. Coordinate project meeting, contractor’s payroll, scheduling, IT training etc.
* Work closely with PMO and Corporate IT teams to review, coordinate project tasks, budget requirements etc.
* Work closely with the provisioning center team and various vendors for new equipment quotes, software licensing etc.
* Manage Clarity tasks creating follow up and employee hours/timesheets.
* Supervise and assist on all projects for Vegas region (9 Hotel/Casinos + 2 Corporate Buildings) as well as assist on enterprise wide (49 properties) when necessary.
* Provide quotes and projections of labor costs per project/task/event while effectively reducing budget costs.
* Hiring managers for all external contractors/vendors etc.
* Trainer and supervisor for Market Engineers I/II and Support Specialists

IT Market Engineer II – 2014-2015

* Project Manager/Planer for WSOP 2014 &2015 \*(Saved 50% of regular budget)
* Ticket master technology specialist and installer.
* Trainer and supervisor for Market Engineers I and Support Specialists
* Escalation duties for all IT tasks/properties/projects
* More projects various duties, lead, consultant, trainer, supervision on POS conversions, Casino openings (Cromwell, LINQ Hotel and Casino) and many large projects.

IT Market Engineer I - 2013

* Project Manager/Planer for WSOP 2013
  + Lead Trainer for WSOP IT Techs
  + Lead Decision maker for any project responsibilities etc.
* Special projects coordinator/lead IT in various projects, Quad (Phase 1) Nobu Hotel, PH Axis Theater, and many more small projects.
* On call tier 1 support 9 properties for any P1 issues on all mayor systems (on rotation with other engineers)

IT Support Specialist 2 (Supervisor) - 2012

* Deskside support for 9 properties.
* Configure install and maintain computer systems and network peripherals.
* Assist and train Support Specialist’s on regular duties and new technology
* IT Special events project coordinator and installer.
* Lead IT for the WSOP project

Temp IT Technician (WSOP) – 2011 (6 months)

* Assisted on install and support for WSOP
* Desktop Support

Mobile Productivity Inc. (MPI) Las Vegas, NV (2011 - 2011)

IT Support CSR

* Remote Desktop Support
* Trained and assisted clients with the EDGE program and Technology
* Bilingual support by phone and E-mail

Esplendor Resort Rio Rico, AZ (2006 – 2011)

Network Administrator

* Held multi-faced responsibilities to configure, install and administer networking infrastructure and telecommunications systems that supported staff of 150 personnel. Established new IT policies, which defined acceptable use of IT assets within the company. Fulfilled administrative responsibilities including the addition and changes to user environment by configuring the network as a Domain; facilitating backup and restoration as well as a secure file server for accounting files to be shared and access thru the network enhancing communication and giving supervisors and managers real time access to accounting data and labor control.
* Planned and implemented an enterprise wireless solution for the entire property.
* Successfully implemented an integrated access solution consolidating T1 lines improving network speed and voice over IP for all communication needs. This project saved over $30,000.00 dollars a year with a 5% onetime investment.
* Upgraded all systems in hardware and software from win2k to Win Vista.
* Implemented an inventory management policy on all AV equipment to minimize equipment damage or loss.
* Built firewalls for LAN and modified and upgraded database systems to suit company requirements.
* 24/7 On call wireless customer support
* 24/7 On Call General property crash or troubleshooting (PMS, POS, etc.)
* Also experience on Front Desk as front desk supervisor and Banquet Manager

Mexicayotl Academy Nogales, AZ (2002 – 2004)

Computer Technician/Computer Teacher

* Fulfill the requirements of district's curriculum program, by developing and implementing lesson plans and show written evidence of preparation.
* Plan and arrange open communication by conducting conference with students, parents, teachers, and principals.
* Serve on staff committees and attended and participated in faculty meetings.
* Held ongoing evaluation of student achievement through informal and formal testing.

Nogales School District / A. J. Mitchell Nogales, AZ (2004 – 2006)

Computer Technician

* Responsible for the repair and maintenance of printers, monitors, scanners and hardware.
* Provided assistance at the in-house helpdesk providing technical support by phone and in person to the facilities staff.
* Responsible for performing troubleshooting activities prior to the implementation of new systems.

My Business ERNIETRONICS Vegas, NV - Nogales, AZ – Nogales Son. Mexico

Computer Technician/Audio and Video Specialist

* Troubleshoot PCs & Macintosh Computers.
* Maintain various computers for security purposes (antivirus, etc.)
* Computer teacher. (Office Suite, or OS)
* Project Management/Consultant
* Audio and Video Customization for Business, Home, and car.

Holiday Inn Express Nogales, AZ (2005 – 2006)

Front Desk Representative/Night Audit

* Responsible for all front desk responsibilities, guest complains, Reservation.
* Night Audit, Balances, etc.
* Trainer on all front desk shifts including night audit.

Quality Inn Americana Nogales, AZ (2009 – 2011)

Guest Service Representative/IT

* Front Desk, Cashier etc.
* Night Audit, Reports, Accounting etc.
* Part time IT

• ERNIETRONICS@GMAIL.COM• PHONE (702) 503 - 7767