Jason W. Randall

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I'm a self-motivated, independent, affable, multi-tasking professional that thirst for knowledge and delivers excellent results. I am seeking a company and team that I can share experience information and skills to ensure resolved issues are documented, new problems are prioritized and will receive a permanent solution while being proactive in down time for the future.

Experience:

**Sellbox LLC, Las Vegas** Oct 2014 - April 2020

Consultant

\*Implement and document item replacement procedures and processes to develop a standard.

\*Support PC and Printer remotely with TeamViewer.

\*Market research of electronic products for online sales.

\*Build relationships with wholesale distribution companies and product manufactures.

\*Data entry of products and sales.

\*Track orders through FedEx UPS.

\*Assist customers with product information and shipping issues.

\*Research Kiosk Manufacturing Companies for the best Automated Sales Solution that fits the products location, temperature, remote connection, User Interface, and hardware/software support.

**Scientific Games, Las Vegas** Nov 2012 - Oct 2014

Network Gaming Engineer

85% of duties performed with onsite I.T. and casino staff for training.

\*Install verify and document installations procedures and processes to ensure compliance.

\*Test installation software with operating system, server and gaming hardware to validate pay table, game version, game function, error reporting each week prior to install.

\*Upgrade or Setup Casino Networks for secure communication between Game Controllers, EGMs and Dell Power edge R610-R620, R710-R720 and R910-R920 servers.

\*Setup raid array.

\*Install/verify/support Domain Controller, Application Server, Game Controller on MS Server 2008-2008R2 2008-2012R2, and Windows 7 audit PC.

\*Setup/verify/support DHCP scope, NTP, gateway, for clients, Setup/verify/support user and service accounts with A.D.

\*Install Class II and III Network Gaming system application Setup and manage IIS and Group Policies for secure communication and access. Install and manage SQL database on SQL 2008-2008R2 2008-2012R2 with mirroring.

\*Demo product and train new clients also attend meetings as the SME for planning and preparation.

\*Train staff on rack components application use, EGM setup and reporting for compliance.

\*Write and review documentation for internal and external company personnel.

\*Solve advanced tickets and work orders which have not been supported

\*Create Incident Request and test unknown issues for a resolution.

\*Troubleshoot client network/application issues as vendor on casino network infrastructure.

**Scientific Games, Las Vegas** Nov 2011 - Nov 2012

Senior Desktop Support Analyst II

\*Support Las Vegas, Australia, KC and other remote locations with I.T. support.

\*Connect audio video conferences for meetings and presentations.

\*Manage assets for Las Vegas and remote locations

\*Manage inventory for Las Vegas and remote locations

\*Troubleshoot phone, pc, and av. equipment issues on client and server side.

\*Coordinate office moves activate wall ports for network and V.O.I.P. phone connection setup and support using Shortel on MS Server 2008-2012R2.

\*Help maintain access to domain for computer and user accounts on MS Server 2008-2012R2 using A.D.

\*Push software to computers with either script or SCCM server on MS Server 2008-2012R2.

\*Install and support Cent OS machines for Game Development.

\*Manage RSA accounts.

\*Support warehouse Zebra printers and wireless scanners.

**MGM Resorts International, Las Vegas** Oct 2010 - Nov 2011

Computer Engineer

%80 of duties performed on Casino Management Software including Opera, IGT, LMS, InfoGenesis.

\*Install new application software/hardware verify and document installation procedures and processes to develop a standard.

\*Coordinate with Project Managers, internal I.T. staff, and International on project related task, timelines, RFCs and other work orders.

\*Coordinate with vendor on new hardware/software implementation and solutions. Learn new hardware/software, write documentation on how to image, install, and troubleshoot.

\*Administrator for share point responsible for posting, proofing and updating documentation on Windows Server 2008.

\*Train other staff members on how to use new hardware/software.

\*Attend meetings and advise on software/hardware questions to ensure a smooth deployment and project completion.

\*Meet with directors, and executive staff to make sure deployment meets their goals and needs by deadline.

\*Troubleshoot application issues on server and pc.

\*Solve advanced tickets and work orders which have not been supported properly or solved in a time and are critical.

\*Updated ticket system on working or resolved issues.

\*Train new staff members on procedures.

\*Design setup and tear down of training rooms, and other equipment for temporary use.

\*Responsible for providing support on various machines including cash registers, cash stations, inventory scanners, desktops/laptops, pc, mac, and servers, NRT ATM bill breaker.

\*Support warehouse Zebra printers and wireless scanners.

**MGM Resorts International, Las Vegas** Feb 2008 - Oct 2010

Computer Technician

%80 of duties performed on Casino Management Software including IGT, LMS, InfoGenesis.

\*Troubleshoot network LAN issues.

\*Coordinate and setup equipment for convention use and coordinated with Support Center on Wan issues.

\*Updated ticket system on working or resolved issues.

\*Trained new staff members on procedures.

\*Updated next shift to ensure customer service agreement is fulfilled.

\*Responsible for providing support on various machines including cash registers, cash stations, inventory

scanners, desktops/laptops, pc, mac, and servers.

\*Assumed lead when manager was out or on vacation.

\*Gathered info and created documentation for unknown or new software and hardware.

\*Support warehouse Zebra printers and wireless scanners.

**Analex Corporation, Las Vegas**  Jun 2006 - Jul 2007

Network Engineer / Security Analyst Shift Supervisor

\*Monitored IHS network to ensure stability.

\*Monitored emails for incoming network problems.

\*Blocked/allowed access for devices posing a threat.

\*Updated ticket system on working or resolved issues.

\*Troubleshoot network LAN/Wan issues using CISCO technology.

\*Coordinated with site managers on current and upcoming projects.

\*Supervised other staff members to ensure customer satisfaction.

\*Updated configuration on routers.

\*Assisted site managers with various server related issues.

\*Provided support for over 400 sites.

\*Also provided vpn support.

\*Coordinated with local and national telco and site managers on circuit related issues.

\*Provided hardware/software support for desktop/laptops, fax/printers/scanners, various modems, servers and switches.

\*Setup network printers for commercial clients.

\*Backed up user data, network shares.

\*Removed viruses.

\*Provided support for various POS and bookkeeping applications.

\*Ordered, delivered and setup pc and printers for commercial clients.

\*Setup and replacement of VOIP phones.

**MGM Resorts International, Las Vegas** Apr 2005 - Jul 2006

Computer Technician

%80 of duties performed on Casino Management Software including IGT, LMS, InfoGenesis.

\*Troubleshoot network LAN issues.

\*Provided support for 2-5 Casinos per shift.

\*Coordinated with Command Center on Wan issues.

\*Updated ticket system on working or resolved issues.

\*Trained new staff members on procedures.

\*Updated next shift to ensure customer service agreement is fulfilled.

\*Planned and designed setup of equipment for meeting in conference rooms.

\*Responsible for providing support on various machines including cash registers, cash stations, inventory scanners, desktops/laptops, pc, mac, and servers.

\*Support warehouse Zebra printers and wireless scanners.

**American Kiosk Management, Las Vegas** Jan 2005 - Apr 2005

Help Desk Analyst

\*Provided remote support for sales staff.

\*Trained new staff on POS software.

\*Assisted with roll-out of over 300 computers.

\*Recovered sales data including pending sales which need d to post.

\*Assisted office staff with networking, printing, windows, or MS Office issues.

\*Troubleshoot connections including dsl, wireless, cable, and 56k modem.

**Robert Half Technology/Golden Nugget, Las Vegas** Nov 2004 - Jan 2005

Computer Technician

\*Assisted with domain separation from MGMMirage to GNLV.

\*Backed up user data, network shares, data paths and shortcuts for migration.

\*Coordinated with team on areas of focus for migration.

\*Updated third party and OS software for users.

\*Updated ticket system on working or resolved work orders.

\*Went to Golden Nugget in Laughlin to perform the same duties.

**Mr. Fix-It P.C. Repair, Bakersfield** Jun 2002 - Oct 2004

Computer Specialist

\*Designed and setup wireless, cable, or dsl networks for homes and small offices.

\*Provided on call support.

\*Backed up user data, network shares, data paths and desktop shortcuts for OS reload.

\*Removed viruses.

\*Provided support for various POS and bookkeeping software.

\*Customized, built and setup pc for customers.

\*Provided hardware/software support for desktop, laptops, fax/printers/scanners, various modems, servers and switches.

**Bakersfield City School District, Bakersfield** Jan 2002 - Dec 2002

Computer Technician

\*Provided support for more than 1100 people 400 computers.

\*Setup network printers, user accounts, shares, and software.

\*Backed up user data, network shares, data paths and desktop shortcuts for OS reload.

\*Removed viruses.

\*Managed math, library, and computer lab for students.

\*Selected to be on hot shots team, created to handle special projects for I.T. department.

\*Updated, ordered, and managed software/hardware inventory.

\*In charge of video checkout, setup and play for classrooms.

\*Worked with head of security to setup video surveillance of playgrounds.

\*Worked with remote team for backup solutions.

\*Provided hardware/software support for desktop, laptops, fax/printers/scanners, various modems, servers and switches.

\*Support Linux computers in computer lab.

**Skills & Experience**

Excellent people skills including in person phone or email.

Warm personality for great client/coworker relationships.

Able to work independently provide leadership and remain compliant.

Implementation, process and procedure documentation skills.

Software installation, and function testing.

3yrs experience MS Servers NT 2000 2003 2008R2 2012, SQL 2008R2 2012 2014, VOIP, CISCO, SCCM, Active Directory, Linux, Shortel, AOM, Class II Class III Network Gaming, DAD, Citrix, DNS, DHCP, Cent OS, Tanberg and Crestron

5yrs experience Backoffice, Ghost, AS400, Zebra Printers, LMS, IGT Advantage, InfoGenesis, Global Cash, ATMs, EGMs, Cash Stations.

**Education**

Asher College, Las Vegas, NV. May 2020 – Dec 2020

Studying Network Support Engineer Specialist GPA 3.09

Net102 Introduction to Networking Grade B

Career Success Grade A

Sec101 Network Operations and Security Grade A

CNC101r1 Advanced Networking Level 1 Grade C

CD201 Advanced Career Development Grade A

CNC102r1 Advanced Networking Level 2 Grade B

Project Management Academy, Seattle, WA. Oct 2017

PMP Class Completion Certificate.

New Horizons Computer Learning Center, Bakersfield, CA.Nov 2000 - Jan 2002

A+ COMP10462421 03/28/2001