Christopher B. Easley

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Education

**ITT Technical Institute**, Las Vegas, NV June 2013

Associate of Applied Science in Computer Network Systems

GPA: 3.3/4.0

**WGU**

Currently working through BS Cybersecurity and Assurance Currently Enrolled

Summary of Technical Skills

* Kronos Support
* NOC Administration / Active Directory
* TCP/IP DNS and DHCP Protocol
* Cisco Router and Switch Connections
* Windows 7, and 10 Standard Pro and Enterprise
* Windows Server 2008 R2 / 2012 /2016
* Telephony / HSI and DSL Connectivity
* LANDesk Management Console / SCCM
* VMWare ESXi
* Network Security including Physical and Logical Security
* PC Hardware Support, Imaging, and Deployment
* Remote Access Troubleshooting and Support of Trouble Tickets.
* Microsoft Office 360 and Office 2016
* Microsoft Exchange
* ODBC Driver Configurations
* Layer 1, 2 and 3 Troubleshooting and Support
* Software Deployment
* MICROS POS Support
* Aristocrat OASIS Applications
* MGT Applications / Bravo Applications
* Management and Supervisor / Team Leadership

Professional Experience

**RisenSon Business Group dba. RSBG**  Las Vegas, NV July 2019-Present

***Owner/Entrepreneur***

* Business leadership and Technical contracts for Small to Mid-Range businesses, Network connectivity, Cabling and Infrastructure.
* Amazon Bookstore – Daily store setup product inventory, pricing, and sales of product in online retail structure.
* Risen Son Entertainment – Event Planner / Music Producer / Sound Engineer – creation of events in product lifestyle events, and music creation and recording of proprietary music used in Multi-media events and video media.

**Steinberg Diagnostic Medical Imaging**  Las Vegas, NV May 2018- July 2019

***Lead IT Support Specialist***

* Install and maintain the IT Infrastructure including, business networks, all-in-one printers and PC’s, firewalls and physical security. Deploy, Image, Troubleshoot end user laptops, computers, software, as well as computer peripherals.
* Lead team in establishing a new help desk ticket system for issues reported by the end-users and provide timely updates and as Project Manager.
* Work with IT manager and development team to reproduce ticketing system that thoroughly creates tickets for issues and creates reports for the executive level to review. Support of over 400 users and systems, in 9 overall locations.
* POS system and application support and within Intergy system. Application installation, setup and connectivity, to business standard, prior to user connection.
* Track all the IT assets to ensure the end-of-life related to hardware and software are managed appropriately. Managed multiple projects, under ITIL process and PMI standards, while providing timely updates to the leadership team.
* Administered Windows Active Directory environment, while responsible for Group Policies, User administrations and File and Print services for up to 400 users, and 9 locations.
* Medical Application support and administration of Intergy, PACS, PacsCube, and NextBar technologies. Support in compliance with company policies and procedures. Complying with all laws regulating medical services, Health Insurance Portability and Accountability Act (HIPAA).

**Silverton Casino**  Las Vegas, NV April 2017- March 2018

***IT Support Specialist***

* Daily support for end users, resolving computer, printer, point of sale systems, printer issues, system connectivity, and maintenance of LAN/WAN connections around casino property.
* Maintained Active Directory user and group maintenance for 800 team members, while analyzing system data, document findings, and escalate complex problems.
* POS Deployment and Support of MICROS systems. Driver implementation and installations, hardware repair, and application updates.
* Utilize tools such as LANDesk to Image, Configure and deploy security policies and updates. AS400 and Oasis systems support of Gaming and company daily business.
* Casino IT Infrastructure support, A/V Support and overall Field technician in support of AV and Telephone.
* PC system Imaging, Upgrades and Deployment – Troubleshooting of PC systems and of over 800 User locations. Troubleshot printers and assist with end user issues regarding software and hardware.
* Daily update of SOP’s and Process management documentation.

**WiseConnect Inc.** Las Vegas, NV August 2014 – January 2017

***Area Plant Supervisor***

* Manages and Supervised the installation, repair and maintenance of single and multi-line systems, residential service, outside plant and central office activities within Las Vegas area, including typical and advanced communications services such as Fiber, HIS, and Prism IPTV services to customers.
* Develop an effective staff by motivating, training, and evaluating employees, drove initiative for team goals and productivity, in a high-volume client demand. Expanded team from 19 technicians to over 68 technicians in a 2-year timeframe.
* Client Relations, Systems Administration, VPN, Application setup, configuration and deployment - Act as the direct point of contact for all Computer system related Application updates, System Administration, Web access support, VPN and Web-based Support.
* Monitors workload and manages work schedules to ensure labor efficiency and meet service demands (i.e., overtime, weekends, evening work, etc.). Coordinates proper completion of service orders by their due date, handling of customer complaints and repairs.
* Ensured that all company equipment is inspected and routinely maintained according to established specifications to minimize equipment failures and out of service reports. Perform quality and productivity reviews and serving as point of contact for customer complaints. Actively promote the sale of CenturyLink products and services.
* Project Management of contracted installation and repair projects, fiber business to business contracts, and staffing, to fulfill client needs, deploy all directive from client regarding workforce, and Inventory.

**Storage West** Las Vegas, NV September 2010 – August 2014

***Facility Manager***

* Managed and monitors fiscal budget, operations and daily rentals. Co-Management at other properties and training of new hired employees.
* Marketing within City and area, marketing of company locations within the Las Vegas and North Las Vegas area.
* Management Reports including closing ratio of property rentals on daily basis, as well as, keeping daily property management and store inventory.
* Computer and Infrastructure support administering updates and terminal, user and group policy updates to computer systems and switches onsite.
* Customer Service and Sales offering professional quality of service to customers or tenants who require office needs.

**IT Certifications**

**Currently Working on**:

A+ / Network + / Security + / CCNA