**Oron Blum**

Las Vegas, NV 89148

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I am currently seeking employment in the IT field so that I may expand my knowledge in the fast changing and growing IT field in order to provide solutions to clients in need of IT help.

**EDUCATION**

**Bachelor of Science in Business Administration**

**Management Information Systems**

University of Nevada - Las Vegas, NV

Graduated July 2014

**IT WORK EXPERIENCE**

**Cybersecurity Analyst**

Caesars Entertainment - Las Vegas, NV – November 2019 to Present

* Deployed devices to protect our properties airspace
* Deployed cetrain tools to assist with cyber security
* Investigate any attempt or possible breaches within our IT environment
* Remediate any incidents that may have occured

**Solutions Support Engineer 2**

Agilysys Inc- Las Vegas, NV - May 2019 to November 2019

* Provided Tier 3 Support for Infogenesis POS software and services that are hosted on our servers and customer servers
* Provided Training for new employees
* Provide solutions to automate the support process
* Assist in upgrading systems to current versions
* Main point of escalation for all premier customers

**Market Engineer I**

Caesars Entertainment - Las Vegas, NV – May 2017 to May 2019

* Deployed Stadium Sports betting technology throughout all Caesars properties
* Coordinated with firewall to allow certain communications to be allowed
* Coordinated with Gaming Products and vendor on go live deployment
* Provided support for SDS (Slot data systems) systems such as outage recovery, system checks, hardware replacement, and coordinated support with Vendor to resolve internal system errors.
* Provided support for all NRT ATM machines throughout the enterprise
* Imaging, network, and coordinated with NRT Support team on software issues.
* P1 and P2 call support for any major outage or system issues
* Investigate and understand root causes for issues in business operations
* Deployed SDS13 slot system deployment for multiple Caesars properties
* Served as a point of escalation for Support Specialists
* Support over 10,000 users within the enterprise

**Support Specialist I & II(Lead Tech)**

Caesars Entertainment - Las Vegas, NV – September 2015 to May 2017

* Provided support to front of house users and back of house users for 9 properties and 2 corporate headquarters
* Troubleshoot and deploy front of house equipment such as: Infogenesis and Micros Terminals, Kitchen Printers, Credit Card devices, printers, PCs, Table Touches, and Kiosks.
* Troubleshoot and deploy PCs/Laptop(Mac and Windows OS)
* Troubleshoot and install all applications supported by Caesars Entertainment
* Troubleshoot AS400 applications such as the Casino Management System and Lodging Management System.
* Troubleshoot network connection issues
* Coordinated with multiple IT teams to resolve user issues that are handled by their support teams.

Skills & Qualifications

* 6 years of IT experience
* Dependable work ethics and values
* Adaptable and hard working in a fast-paced environment
* Network Experience (DNS, DHCP, VLAN, Infoblox, Network Sentry, VLAN, Subnetting)
* Network+ Certified as of 08/06/2014
* Configured Windows Server 2012 on Workstation and created virtual domain
* Experience in Active Directory functions
* Microsoft Office Suite Experience
* Troubleshooting problems for Windows XP, 7, 8, and 10, and Mac operating systems within and enterprise environment
* Installed hardware device drivers
* Installed hardware such as Printers, Wireless Routers, modems, sound systems.
* Programming Languages (Java, HTML, SQL, PHP, AJAX, XML)
* Troubleshoot any network related issues