**David Moscato**

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**Professional Summary**

Experienced IT professional of over 12 years supporting day to day operations of networks of various sizes, numbers of users, and number and types of devices. Adept at maintaining a high rate of productivity without compromising accuracy or efficiency. Experienced in establishing production standards, monitoring performance and compliance, and recommending operational improvements.

**Relevant Skills and Responsibilities**

**Operations Management:**

* Acts as lead technician and escalation point for problem resolution, providing guidance to junior members of the team.
* Provides input to management for continuous improvement in: process, technology and personnel.
* Supports management with oversight of ticket resolution and manage aging tickets in team queue.
* Identifying trends that negatively impact performance of hardware/software and performs quality assurance checkpoints.
* Installs, configures tests, maintains, monitors, and troubleshoots end-user workstations and related hardware, software, and system issues in order to deliver required desktop service levels.
* Assesses the need for and implements performance upgrades to computer systems.
* Collaborates with Network Engineers and Systems Administrators to ensure efficient operation of the company's desktop computing and network environment.
* Assist Network, Systems, Storage, and Application Support teams as necessary.

**Project Management:**

* Managing assigned projects which include gathering required resources, location walk-throughs, creating roll-out plans, researching technology, setting timelines.
* Serves as a liaison with third-party vendors and all involved teams.
* Delegate project tasks based on Team Members' individual strengths, skill sets and experience levels.
* Track project performance to analyze and ensure successful completion of project goals.

**Administrative:**

* Performs onsite analysis, diagnosis, and resolution of desktop, server, network, printers and applications problems for end users, and recommends and implements corrective solutions, including offsite repair for remote users as needed.
* Documents IT related procedures and processes to improve overall team knowledge.
* Receives and responds to incoming calls and e-mails regarding end-user hardware or software problems promptly.
* Assists in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
* Compile, update and present CSF's, KPI's and metrics.
* Mentor team members with personal development goals while tracking all required training.

**Experience:**

Sephora

July 2020-present

Desktop Support Analyst

Las Vegas Sands Corporation, The Venetian|The Palazzo

February 2008 – June 2020

Deskside Support Services Supervisor for Front of House/Back of House

DeJarnette Research Systems Inc.

January 2006 – December 2007

Service Engineer

US Military

Engineering and Meteorological Craftsman, Client Support Administrator

February 1990 – October 2014

**Education:**

* ITIL
* Foundations
* Intermediate – Operational Support and Analysis
* Intermediate – Continual Service Improvement
* Computertraining.com
* -Microsoft Certified Systems Engineer Course
* -Microsoft Certified Database Administrator Course
* -Cisco Certified Network Associate Course
* Towson University – Geography Major
* Community College of the Air Force
* A.A.S. in Construction Management
* A.A.S. in Meteorology
* USAF Client Support Administrator Course