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| **IT**  Support Specialist | **Ernest A.** **Gillett** |
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| **OBJECTIVE**  Looking to grow within a company and contribute my knowledge and skills in an effective manner, providing working and ever-growing knowledge with Windows, Linux based environment and various peripherals.  Contact logo 2096 Ramrod Ave Henderson, NV, 89014 United States  Phone logo **(310) 793-6265**  Email logo **gillett.ernest.a@gmail.com** Skillsing P2P VPN Setup  TCP/IP Protocols  DNS/DHCP Configuration  Group Policy Setup and Management  VLAN Configuration  Printer Support  Asset Tracking  Active Directory  Basic Scripting | EXPERIENCE June 2020- Present  IT Contractor • Nevada Gold Mines • Elko, Nevada  June 2019- October 2019  IT Support Specialist • Ceasars Entertainment • Las Vegas, Nevada  February 2017- June 2019  PC Technician • Archway Marketing • North Las Vegas, Nevada  February 2016- June 2016  Phone Support Technician • Stations Casino • Las Vegas, Nevada  November 2014- January 2016  Support Technician • Robert Half Technology • Torrance, CA  March 2015- June 2015  Junior Systems Administrator • Fusion Systems • Torrance, CA  Deploy/Support Network Printers with the scan to email functionality / print server features. Create script for repetitive tasks cutting work time down (bash script). Troubleshoot various network, software / hardware issues in a timely manner. Efficiently work on special events patching ports and setting up equipment. Logistics of an inventory of parts required for repair and replacement. Filed daily diagnostic and imaging reports. Administer user creation and password reset in office 365. Managed project using FOG and Acronis true image. Help customers get their devices connected to place wagers over android and iOS Apps. Document all steps that was used to assist customers during and after finishing up with the support session. Server Hardware installation. Support hardware break/fix activities. Troubleshoot hardware related issues. Rewire network closet for a client. Perform and maintain hardware inventory REFERENCES Available upon request. |