**JOSEPH T. DUENAS**

Henderson, Nevada 89074 | (702) 917-8376 | [joetduenas@gmail.com](mailto:joetduenas@gmail.com)

**SUMMARY OF QUALIFICATIONS**

**Technical Support Professional** with 10+ years of experience troubleshooting software, hardware and network issues. Consistently asked by management to tackle difficult IT issues while consistently displaying dependability and working under minimal supervision. Possess a strong work ethic and maintain a sense of urgency in polishing off each ticket. Resolve issues by interfacing with constituents virtually, as well as enjoy rolling up my sleeves for physical work.

**TECHNICAL SKILLS**

***Hardware:*** PC workstations, servers, routers, switches, WAP, ups, printers, cabling

***Software:*** MS Office 365, Active Directory, Azure, VMware

***Networking:*** LAN, WAN, TCP/IP, Wireless, Wireshark, Cisco IOS

***Operating Systems:*** Windows XP, 7, & 10, Android

***Certifications:***CompTIA A+ & Network+

**PROFESSIONAL EXPERIENCE**

**Resortcom** – Las Vegas, Nevada **2019 - present**

*Provider of financial services, management software, and multilingual contact center solutions to the timeshare and vacation ownership industry*

***Helpdesk Administrator*** *(Mar 2019 - Present)*

* Provided technical support for 300+ users in contact center and corporate environment
* Responsible for new user’s domain, email, and building access accounts
* Configured out of the box computer hardware, installing all proprietary desktops to ensure users have all necessary capabilities and VPN access
* Collaborated with System Administrator and Network Engineer in infrastructure, standards, and process improvements
* Managed asset inventory utilizing Lansweeper, responsible for asset purchases

**CenturyLink** – Las Vegas, Nevada **2006 - 2018**

*A telecom company providing communications and data services to residential, business and governmental customers*

***IT Operations Technician II*** *(2008 - Present)****, IT Operations Technician I*** *(2006 - 2008)*

* Resolved technical issues for 500+ local end users and 5000+ remote end-users across six states, closing 95% of trouble tickets on the first call without escalation; achieved a user satisfaction rating of 3.9/4.0
* Led multiple new retail store LAN/WAN and point-of sale installation projects, completing installs ahead of schedule
* Acted in a lead tech role in a Western HQ office move (200+ end users), installing and configuring Cisco routers, switches, WAPs, and APC ups; organized move logistics finishing within seven days and zero user downtime
* Selected by management to troubleshoot IT issues for special on-site projects and events, resulting in consistently being called back to provide services year over year

**GameTech International** – Las Vegas, Nevada **2003 - 2006**

*An electronic bingo systems and equipment innovator in advanced wireless gaming applications and devices*

***Customer Service Technician II***

* Managed and provided technical support for Bingo gaming hall computer systems in local and out of state casinos
* Configured, deployed, maintained, and supported local area network, computer workstations, POS systems, and wireless handheld gaming devices
* Provided technical support during bingo matches with over 1000 customers, minimizing player downtime, lost revenue and helping to build a lasting rapport with bingo hall managers

**EDUCATION**

***Associate of Science in Computer Networking*** *-* ITT Technical Institute (2002)

**REFERENCES**

**Chris Bickle**

Manager IT Technical Support

CenturyLink

902 Wasco St

Hood River, OR 97031

541 400 0920

**Dean Dalan**

Customer Service Supervisor

Fortunet Inc.

2950 S Highland Dr.

Las Vegas, Nevada 89109

702 812 3215