**OBJECTIVE**

Ready to excel as the Helpdesk Coordinator using my extensive skills and experience of 14 years to measurably contribute to Z Networks as a valued and trusted member of the IT Department.

**Professional** 02/2020 – Present Maverick Gaming LLC Kirkland, WA.

**Experience IT Support Technician II**

* Active Directory administrator, add and change user, configure groups and add members. Work with Office 365. Documentation requirements implemented.
* Maintain operation and connectivity for 19 Casinos gaming tables.
* Assist users with network connectivity, software, and hardware updates and installation in person and remotely.
* Assisted Point of Sales (Micros, Aloha, and Dinnerware). Lead Tech for InfoGenesis Rollout and implementation.
* Assist with the following programs (Sonoma, Fabicash, and Fabitrack).

**Supervisor** Richard Ermey – IT Support Manager Kirkland, WA.

(360) 421-4408

05/2007 – 02/2020 The Skagit Casino Bow, WA.

**PC/LAN Technician III**

* Wrote Standard Operating Procedures documents that assisted in resolution of issues.
* System Administrator of Exchange 2010, Adding and deleting users, updating software, server maintenance, maintain user database.
* System Administrator of Mobile Iron, Adding and deleting users from server, installing software on cell phone. Configuring user cell phone to receive email.
* System Administrator of Track-it (Quality Management System) software platform, upgrade track-it system to 11.4 version.
* System Administrator of Symantec Endpoint, Upgrade SEPM, push out current Anti-Virus updates for Window 10.
* Provide Administration assistance to Casino Management System player tracking system, run rewards expires monthly, added user to database.

**Supervisor** Steve Doran – Manager Bow, WA.

(360) 724-0169

01/1987 – 01/2007 United States Navy Various

**Communication Leading Petty Officer / Department Leading Petty Officer**

* Managed a Workshop of 23 personnel in the Communication Field, Scheduled daily, weekly, and monthly assignments and task.
* Overseen 3 Operational Departments personnel (427) during Combat situation to meet Combat Readiness and Mission.
* Wrote and implemented 53 Standard Operating Procedures which gave administrators the resources necessary to direct them through their daily job performance
* Schedule and performed preventive maintenance, troubleshot, and repaired 9 servers, 200 workstations, and 50 printers reducing time by 50%.
* Installed approved modification and alternations to the LAN/WAN.
* Facilitated a 25% decrease in report trouble calls over a period of 6 months by providing educational training to departmental (TASO) representative, enabling them to more effectively troubleshooting and correct minor problems.

**Education**

Columbia College Bachelor’s degree in Management Information System December 19, 2020

MCTS of Exchange 2010 Certificate

Senior Leadership Course USN

Information and Communication Manager Certificate USN

Advance Network Analyst Certificate USN

Microsoft Exchange 2000 Certificate USN

Microsoft Windows 2000 Certificate USN

Information System Administrator Certificate USN

IT-21 for Managers Certificate USN