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Livingston, Andre

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| Objective |  | Obtain a challenging opportunity where my cybersecurity skills and experience grow and contribute to the overall success of the company. |
| Skills & Abilities |  | Highly proficient in MS-DOS, Windows (XP, Vista, 7,and 10), Windows Server 2K, 2003, 2012, AS400, Systems Galaxy, Infogenesis, IGT Systems (Patron Management, CTA, Machine Accounting, Table Manager.), MGT Systems (Kiosk Manager), Active Directory, Microsoft Office (97-2013), Microsoft Exchange, VMware (vSphere) (VMware Horizon 6 and 7), TCP/IP, iPhones/iPads, Android based phones and tablets, Blackberry and software related to mobile devices, Desktops, Notebooks, Routers, Hubs, Access Points, VoIP, Avaya Phones and software, Windows Server2012 R2, Office 365, BlueBeam Extreme and BlueBeam Standard, Zendesk ticketing system, GoTo Meeting, Zoom, Barracuda, Onsite Lead, Active Directory, Technical Writing. |
| Experience |  | IT Tier II / Onsite Lead Technician, Effortless Office WA Richardson Builders Liaison 11-2018 – present  Responsible for Tier II and off-site support for several different businesses via remote access, desk side support, and through the Effortless office ticketing system. Resolve and close incidents/service request within the agreed SLA’s. Successfully communicates with clients at all levels regarding progress of projects and other assigned tasks. Liaises with clients and other staff, including 3rd party vendors as required. Routinely perform hardware and software maintenance, including deploying patches. Researched, created and documented knowledge base documents for specific fixes in the ticketing system for consistency. Also, the lead on Windows 10 migration project for WA Richardson Builders. Plan, coordinate and schedule onsite visits with clients, ensuring their network closets are properly and effectively organized, clean, and wired for over 28 locations within Las Vegas. Manage and coordinate the Onsite Calendar, creating a knowledge base of the entire On-Site process for the company. IT Engineer, Ten Lifestyle Management Group USA 12-2015 – 11-2018  Provided cybersecurity support to all internal staff of 80 employees via remote connection or desk side, documenting all support issues and resolutions. Managed and maintained the IT inventory to include laptop and cellphones. Also responsible for replenishing the inventory and developing relationships with perspective suppliers and vendors. Mentored and cross trained IT staff. Managed Windows Server infrastructure of over 250 components including deployment and rollouts. Had responsibility for employee support requests including responding to support calls and emails within the established SLA guidelines. Solely responsible for all six CONUS locations, including overseeing the hiring and termination process for new IT personnel. Highly experience with VOIP setups, reimaging, and telephone setups. Maintained Active Directory with setting up new organizational unit; maintained Microsoft Exchange including established distribution lists, adding and removing users, creating new calendars for external use, removing and editing user accounts. IT Support specialist, Aliante hotel & Casino (temporary Postion) 04-2015 – 10-2015  Provided server and desktop support for all systems on property in order to maintain casino and hotel operations. Imaged, analyzed, repaired, and upgraded workstations along with point of sale terminals. Performed upgrades, provided maintenance and implemented software solutions for a variety of servers in a VMware based virtual environment. Monitored network status to ensure uptime. Trained newly hired IT staff, educated end users on new software. Responsible for configured devices, troubleshooting telecom issues within Cisco Unity and Call Manager, maintained Microsoft Exchange including established distribution lists, adding and removing users, creating new calendars for external use, removing and editing user accounts. IT-DDS, Caesars Entertainment (Temporary Postion with Teksystems) 08-2014 / 04-2015  Worked with AS400 moving users from one property to power admin. Created user email accounts and user accounts using Active Directory or Microsoft Exchange. Reported back to the supervisor with end of the totals of what we completed per property, creating user accounts in AS400. IT Technician, Robert Half Technology 06-2014 / 07-2014  Reimagined Lenovo Laptops and Desktops; Performed cable Management for all the table games. Inventory responsibilities, maintained Microsoft Exchange including established distribution lists, adding and removing users, creating new calendars for external use, removing and editing user accounts. It Technician, Caesars Entertainment (Temporary postion with TEksystems) 01-2013 / 05-2014  Deployed new laptops and desktops to team members, adding users into Active Directory, Imagined end user laptops and desktops to their license compliance, proper disposal of old asset through Caesars Provisioning Center, installation of Iron Mountain backup and proper testing has been done, Installed AS400 LMS for users, set-up the printers in LMS and added embosser printers using LMS. It Technician, Whitney Bradley And Brown 07-2011 / 10-2012  Created images for HP and Lenvo desktops and laptops, provided phone, desktop, and remote support for computer software/hardware/network printers/switches, managing the ticket queue with Remedy, creating and managing user email addresses with MS Exchange 2007, setting up new hire machines and offices, creating new phone accounts, and pushing updates via SCCM. It Technician, OCC 04-2010 / 10-2010  Provided phone support, desktop support local and network printers, and switches. Installed and configured 1,000 desktops/laptops, assisted in supporting users on information processing software, including maintenance, installation, configuration, tune-up, and technical support of standard software packages, added users into Active Directory, imaging end user laptops and desktops to their license compliance. It Technician, AAFMAA 01-2005 / 04-2010  Provided software support for Office 2003, and Windows XP for sixty employees, tested and reported on the operability of various types of computer equipment, performed standard maintenance and upgrades on office desktop machines, complete user request forms as requested, and conducted new hire orientation. |
| Education |  | Grand Canyon UniversityT.C. WIlliams High School Alexandria Virginia |
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