[**https://www.linkedin.com/in/rosel-inga-4348a951/**](https://www.linkedin.com/in/rosel-inga-4348a951/)

**Las Vegas, NV, 89141**

**Cell# 702-689-6746**

**email: ausmtx02@gmail.com**

**Rosel Inga**

**JOB OBJECTIVE**

To bring to your organization enthusiasm, dedication, responsibility, and good work ethic, combined with the desire to utilize my skills obtained through experience.

**SUMMARY OF QUALIFICATIONS**

Detail-oriented and self-motivated efficient.

Capable of leading and directing teams

Work efficiently even under pressure

Excellent communication skills

Ability to work on multiple tasks

Analytical and problem-solving expertise

Genuine and strong concern for customer’s best interest.

**PROFESSIONAL EXPERIENCE**

**Link Technologies(Clark County Elections Dpt.) Las Vegas, NV, Aug 2020 -Current**

***IT/ PC Technician***

* Install, test, and maintain local area network systems for Elections vote centers.
* Troubleshoot and resolves hardware and software problems.
* Ensures the proper operation of the registration centers for Elections days.
* Installation and Imaging of Windows 10 Pro, for Laptops and Tablets for the Elections Days.
* Configuration and troubleshooting of Kiosks (Laptops, Tablets, printers, and card readers)

**Everi Holdings(Multimedia Games) Las Vegas, NV, Aug 2004 to 2020**

***Technician II (Slots/ATMs/SQL servers)***

* Installation and upgrade of Windows 7, 10 Home, Pro, and Office 365 on desktops, laptops, SQL servers.
* Repaired, built, and troubleshooting slot machines and money kiosks(redemption/ATM) from minor to major problems.
* Configured and installed software on Slot Games, Redemption/ATM kiosks according to location/gaming specs.
* Tested software and applications on Games and ATM kiosks and reported to Development & QA teams for approvals.
* Maintain and reprogram slot machine denominations and odds; and adding to Progressives.
* Programmed Jackpot Xchange processing kiosks for players’ payments.
* Upload and updated operating systems for Slot Games and ATMs Platforms.
* Configured Mlink Progressive systems, Class II, III, Lottery, Bingo, and TE 4.2.1, 4.3.1 Systems for SQL servers.
* Programmed Initial Configuration and Post installations for Progressive/TE SQL servers, and Windows servers 2008 R2 SP2
* Upload Hyper terminal scripts for Cisco 2960 switches and Apex V
* Migration of data from existing Operating Systems to the new systems.
* Setup the configuration for Slot Games and ATM kiosks for the G2E booth.
* Quality Control
* Processed company documentation through Outlook, Excel, PowerPoint, MS Dynamics NAV, and Agile.
* Prepared production checklists and travelers ready for Quality Control.
* Verified the correct BIOS settings for Slot Machines, Redemption Kiosks, and MSSQL servers.
* Verified the correct operating systems for Slot Games Platforms/ATM kiosks
* Verified state jurisdictions for approvals according to the Compliance department( Class I, III, Bingo, Lottery).
* Verified the correct firmware version for functional devices.
* Reviewed blueprints, schematics, manufacturing procedures, and process instructions.
* Daily supervise Production schedule operations to ensure meeting production standards.
* Received incoming sales orders and compare information to verify the accuracy of shipments.

**Robert Half (MGM Resorts International) Las Vegas, NV Feb 2017 to Jul 2017**

***IT/Deployments***

* Deployment & Refresh of Point of Sales
* Configured Terminals at multiple MGM properties.
* Local Area Network.
* Directory Services, LAN, DNS, Users, Administrators, and groups.
* Windows(Powershell) and Linux(Bash) adding and removing users, special permissions.
* Technical Support.
* Imaged Info Genesis Systems.

**FOXCONN** Austin, TX  **Feb 2002 – Jun 2003**

*Functional Tester*

* Functional test for mother boards
* Configure BIOS/updating data information for the SQL servers
* Repair mother boards and sending them back to company system
* Perform as a manufacturing final inspector.

**SOLECTRON/IBM** Austin, TX  **Apr 2000 – Sep 2001**

*Functional Test/MF Inspector*

* Perform time studies on different units, to ensure cost effective, and efficient processes.
* Effectively, reported process data to managers, coordinators, and line support engineers
* Troubleshoot and collected data points, in system failure analysis; escalated defect issues to appropriate personnel.
* Coordinated with Line trainers, leads, personnel, and Line support technicians in gathering data for pilot testing, and product motherboards.
* Used computer system for tracking, logging, verifying and reporting
* Followed shipping practices and procedures, and transportation routing, schedules and requirements.

**EDUCATION**

[2020-Current] Enrolled for Google IT Support Professional

[2020-Current] Enrolled Associate of Business College of Southern Nevada, Las Vegas, NV

[2011-2013] Austin Community College Austin TX

2 years *Computer Science for Business*

[2005] New Horizons. Austin, TX

*CompTIA A+ Training Courses.*

[1996-1998] Garcilazo de la Vega University. Lima, Peru

*3 years Industrial Engineering*

**LANGUAGES**

Bilingual Fluent in English and Spanish.

**REFERENCE**

**Johnny Salfiti**

IT Sr Business Systems Analyst at Clark County

(702)455-2775

**Robin Johnson**

IT Project Manager at MGM Resorts International

(702)692-9176

**Michael Hall**

Information Technology Manager at Link Technologies(Clark county)

(702) 233-8703

**Audrey Franklin**

Project Manager at Wynn Las Vegas

(505)3623050

**Mike Aughney**

SVP, Manufacturing Operations at EVERI

(702)216-6605

**Steven Speer**

Project Engineer III at EVERI

(512)439-3115