EMMANUEL ARNADO ROSALES

IT Specialist

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| |  |  | | --- | --- | |  | Las Vegas, NV, 89122 |  |  |  | | --- | --- | |  | 732-351-0889 |  |  |  | | --- | --- | |  | mahulabrosinc@gmail.com | |  |

Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Devoted troubleshooter with deep understanding of system architecture and diagnostics. Qualifications: MCP: 3120855 2000 Pro /Server/Dir. Services CompTIA A+, Net+, PDI+ Certified Process/Procedure improvement Nortel Swtiches (DMS, MTX, BSM) COLR / PLANET & NISE/SDI Project Management SONET, DWDM, DCS Design SIP/VOIP SQL, Essbase, Certified Implementation Specialist, Centest/Net Analyst, Dodeca

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|  | **Skills** |

Administrative 

Business solutions 

Cabling 

Customer Care 

Data migration 

Email 

Essbase 

Team lead 

Exchange 

Windows 

Network Engineering 

Payroll 

PBX 

Digital Imaging 

SQL 

Desktop support 

Application support 

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|  | **Work History** |

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| 2020-05 - 2020-08 | **Computer Engineer (CE)**  *Treasure Island Resort & Casino, Las Vegas, NV*   * Configured hardware, devices and software to set up work stations for employees. * Helped streamline repair processes and update procedures for support action consistency. * Patched software and installed new versions to eliminate security problems and protect data. * Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed. * Explained technical information in clear terms to non-technical individuals to promote better understanding. * Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks. |

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| 2019-10 - 2020-03 | **IT Consultant**  *TEKsystems, MGM Resorts Intl*   * Assigned to Windows 10 Upgrade/Rollout Team. * Assigned to Agilysys Infogenesis Refresh Team. * Network and Desktop support for MGM Aria hub (Aria, Park MGM, Vdara, Circus Circus, Mirage). * Supported Hospitality POS (Infogensis, Retail Modern POS). |

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| 2014-09 - Current | **Kimprint – IT Consultant**   * Advise clients on IT strategies and business solutions. * Deploy hardware and software at client sites. * Troubleshoot client IT issues. * Assisted in website development with WordPress. |

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| 2012-11 - 2014-07 | **IT Manager**  *Hendrix Business Systems*   * Acting IT team lead. * Delegate responsibilities and coordinate scheduling for IT department. * Accompany new copier delivery for “connect-on-delivery” service. * Train clients and Hendrix staff on copier and business solutions functionalities. * Troubleshoot all client PC/server and network issues pertaining to copier functions. * Install and configure business solutions on client servers and PCs. |

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| 2012-01 - 2012-11 | **Consultant**  *Decision Support Technology, DSTUSA*   * Create interface screens using knowledge of Dodeca, Essbase, SQL, and Excel. * Use company resources to gain knowledge and information of products used. |

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| 2000-11 - 2003-03 | **Engineering Program Manager**  *AT&T Local Network Services*   * A4 management level. * Project managing (and in the assistance of) engineers in special projects. * Knowledge and education of new/updated processes required. * Assist in managing engineers in WTC disaster recovery. * Represent Network Engineering in process/procedure documentation agreements. * Assist in data migration and development of NISE for AT&T LNS use. |

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|  | **Education** |

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| 1997-11 - 1999-06 | Telecommunications Management  *DeVry Institute - North Brunswick, NJ*  The National Honor Society of the Two Year College - Phi Theta Kapa - 9/1998 |