David Hanson

4434 Swandale Ave

Las Vegas, NV 89121

702-339-4967 (cell)

skylinkdave@gmail.com

Technical support professional with extensive IT background. Enjoys troubleshooting to find solutions  
to technical issues.

**Skills**

Operating Systems: Microsoft Windows platforms, Lotus Notes and Domino R4 and R5, Novell Netware 3.12 and 4.1, Various Linux distributions and hardware configurations

Network Communications: TCP/IP, DNS, DHCP

Administration Platforms: Active Directory

Development Platforms: Microsoft Access Basic, HTML, Lotus Notes

Application Support: Microsoft Office Suite, Citrix

Hardware: Extensive experience with various PC hardware assembly, configuration and troubleshooting. Two years experience with Hewlett-Packard printer hardware repairs.

Secret Clearance, granted January 2013

**Work Experience**

May 2018 – May 2021

Diebold-Nixdorf, Inc

(Las Vegas, Nevada)

Customer Support Desk

Provide proactive remote support for numerous financial organizations to maintain maximum ATM uptime and availability for their customers.

July 2017 – April 2018

Asurion

(Las Vegas, Nevada)

Customer Support Technician

Provide exceptional technical and customer service to wireless carrier mobile customers, including Android and iOS-based devices and peripherals.

November 2012 – March 2017

CCI at IBM

(Boulder, Colorado)

Helpdesk Agent

Provide Tier1 telephone support for IBM's clients. Create and update call tickets in Remedy ticketing database as needed.

November 2010 – October 2012

Starlight Internet Services

(Aurora, Colorado)

Website Services Consulting

Provide website services, including site creation and updates as needed for clients. Work extensively with Adobe Photoshop and Adobe Premiere for image and video editing.

February 2007 – September 2009

Teletech Holdings

(Denver, Colorado)

Technical Support Specialist

Provide local and remote support for approximately 150 staff. Set up and deploy computer systems and related hardware as needed. Troubleshooting of hardware and software issues. Log work performed in corporate ticketing system. Maintain database of currently deployed hardware assets.

**Education**

Fall 1980-Spring 1982

Chaparral High School (Las Vegas, Nevada)

General Studies

July 1994 - July 1995

New Horizons Computer Learning Center (Las Vegas, Nevada)

Novell Certified NetWare Administrator, Certified NetWare Engineer

**Certifications Earned**

Novell Certified NetWare Administrator, earned on October 18, 1994

Microsoft Certified Professional, earned on April 14, 1999

Lotus Certified Professional