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**Thomas Mitchell**

**Professional Summary**

Seeking a position as an IT professional in initiatives that utilize state-of-the-art, software and/or hardware components with a creative, technology-driven organization in an environment that encourages innovative thinking, recognition, teamwork, and career development/advancement. Travel is highly desirable.

**Work Experience**

Aug17- May19 Gaming Arts, LLC Las Vegas, NV

**Systems Administrator**

• Upheld and managed IT Helpdesk for tier I, II, and III desktop and network issues

• Project managed and coordinated special projects with department executives and corporate vendors

• Conducted corporate training for staff on innovated IT software and hardware

• Monitor the system daily and respond immediately to security or usability concerns

• Manage the configuration and operation of client-based computer operating systems

Jan17-Apr17 eQube Gaming Technology and Software Las Vegas, NV

**Technical Analyst**

• Delivered 24hr customer support via phone/remote access, training for clientele

• Travel to various US locations for installations, preventive maintenance and special projects

• Update and maintain documentation for all central records/procedures

• Preserve gaming licensing for all approved jurisdictions

• Configured new SQL databases for server-based games

June16-Dec16 IQ Technology Solutions Las Vegas, NV

**Service Support Agent**

• Managed client’s IT assets, users, systems and software over the phone/remotely using automated tools

• Reinforced technologies involving a wide range of systems and solutions for customers

• Provided exemplary customer service through all initiatives and activities

• Maintained the helpdesk tools, hardware and software systems

• Arraigned assistance in deploying management tools to new clients

Oct14-Aug15 DTT Surveillance Las Vegas, NV

**Support Engineer II**

• Acknowledged and solved technical issues with a variety of diagnostic tools

• Planned, calibrated and monitored devices following installation

• Ordered necessary supplies and parts to repair malfunctioning hardware

• Composed and verified all required customer information for tracking purposes

• Provided 98% success rate for FDRs on technical and customer service support

Dec13 – Aug14 Networx Managed Services Las Vegas, NV

**PC/Network Technician II**

• Established compatibility with third party software products by modification and integration

• Managed firewall, network and server monitoring both locally and cloud based for 75+ clients

• Restored data, operating systems, files, documents and databases

• Resolved virus and malware issues with a 95% success rate

• Delivered on-site IT and AV technical support for 700+ end users

Jan11 – Dec13 Timbers Management Group/Resort Gaming Group Las Vegas, NV

**IT Manager**

• Sustained and monitored the server room, the wireless network and other server infrastructure

• Interpreted business goals, feature concepts and end user needs into prioritized projects and deployments

• Maintained 96% uptime on company networks through careful and preventative maintenance

• Setup and configured hardware and software on 100+ company equipment at 9 locations

• Applied technical procedures and standards through training on-site and classroom environment

**Certifications/Technical/Training Courses and Skills**

A+ Helpdesk Juniper Mitel Office 365 Corporate Training

Network+ Pulse Secure Azure Junos Ubiqiti Server Administration

Security+ Webroot JIRA Veeam AeroHive Project Management

CySA+ Hikvision VMWare Palo Alto ConnectWise Active Directory

CEH Confluence Splashtop Thycotic Atlassian Crowd Cloud Storage

Linux Mac OSX Barracuda AWS Disaster Recovery Network Administration MICROS Simphony

**Education:**

Aug91 – Jun95 Seneca High School Magnet Career Academy Louisville, KY

Accelerated and Honors Courses - Diploma

Jul97 – Jan03 United States Air Force Ft. Riley, KS

Tactical Command and Control Operator

Jan16 – Nov16 Professional Institute of Technology, Inc. Las Vegas, NV

CompTIA A+, Network+, Security+, and Microsoft Technology Associate