CESAR CIGALA

(702) 525-0408 [cigalacesar@gmail.com](mailto:cigalacesar@gmail.com)

**ENTRY LEVEL NETWORK TECHNICIAN**

|  |  |
| --- | --- |
| **Education**  DeVry University, Henderson, NV  Associates Degree in Network Systems Administration | Graduated: Sept 2013 |

**Curriculum Highlights and Training**

|  |  |  |
| --- | --- | --- |
| Networking with Lab | Cisco Routing Protocols & Concepts | |
| Advanced Electronics | Cisco Network Fundamentals |
| WAN Technologies w/ Lab  Switching to VOIP  Network Security (IINS) | Computer Hardware/Software  Implementing Cisco IOS  Routing with Lab | | |

**Technical Skills**

|  |  |  |  |
| --- | --- | --- | --- |
| **Hardware** | **Software** | **Networking** | **Business Skills** |
| PC Troubleshooting | Windows XP | Routers | Customer Service |
| PC Repair | Windows Vista  Windows 7 | Switches | Help Desk |
| Cisco Routers | Software Upgrades | Hubs | Reports & Records |
| Network Installation | MS Office 2007/2010 | Cisco | Phone Support |
| Network Troubleshooting |  | LAN/WAN | Technical Training |

**Employment**

|  |  |  |
| --- | --- | --- |
| **Westgate Resorts** | ***Front Desk Agent*** | **2006 – 2014** |

* Greet, register, and assign rooms to guests of hotels or motels.
* Verify customers' credit, and establish how the customer will pay for the accommodation.
* Contact housekeeping or maintenance staff when guests report problems.
* Make and confirm reservations.
* Issue room keys and escort instructions to bellhops.
* Keep records of room availability and guests' accounts, manually or using computers.
* Perform bookkeeping activities, such as balancing accounts and conducting nightly audits.
* Post charges, such those for rooms, food, liquor, or telephone calls, to ledgers manually or by using computers.
* Compute bills, collect payments, and make change for guests.
* Record guest comments or complaints, referring customers to managers as necessary.
* Assisting coworkers with connectivity & printing issues, escalating issues to IT department when needed.

**Westgate Resorts** **IT Field Support Specialist II** **2014 – 2021**

* Provide direct support to end users using and maintaining software programs, and network devices.
* Provide direct support to hotel guests using hotel guest Wi-Fi.
* Troubleshooting, upgrading, installing, and maintaining networking device components and software applications.
* Repair, replace and upgrade equipment as necessary.
* Escalate critical issues to upper IT tiers as necessary.
* Perform on-site field support managing and repairing hardware and software deployed by employer.
* Provide technical support for computers, multi-function-printers, time clocks, network appliances and components, Wireless Access Points, surveillance cameras, telecommunication devices.
* Install and troubleshoot digital signage hardware, video walls, managing and scheduling content.
* Installation of Ethernet cables.
* Planning, leading and executing projects such as Resort Wi-Fi upgrades, infrastructure, security cameras, PC/Laptop refresh.
* Estimate costs from various vendors and procure equipment for projects and users requests.
* Work closely with vendors and internal resources for scheduling and implementation of projects.

|  |  |  |
| --- | --- | --- |
| **Holiday Inn** | ***Night Auditor*** | **2007 – 2008** |

* Maintain an inventory of vacancies, reservations and room assignments.
* Answer inquiries regarding hotel services and registration by letter, by telephone and in person, provide information about services available in the community and respond to guests' complaints.
* Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems.
* Present statements of charges to departing guests and receive payment.
* Daily accounting data entry and reconcile.