**SALOMON HATEM**

(323) 336-4203

salomonhatem@yahoo.com

**Professional Statement**

IT professional with over 7 years of experience, responsible for installation and maintaining of computer equipment and enterprise networks. Self-motivated professional, able to operate as part of a team or independently. Will make decisions and complete required tasks, while being well organized and within assigned deadlines. Comfortable working client facing with customer support as the primary focus. A client oriented professional able to bring a broad skill set to any team environment. Experience with troubleshooting a wide variety of hardware and software issues, to include LAN, WAN, and mobile device support. Experience with testing software patches and system upgrades, while working closely with internal customers to define and document end user requirements. Experience with Creating and maintaining a department SharePoint site.

Technical skills:

* Red Hat
* Cisco
* Splunk
* Python
* A+, Net+, Sec+
* Windows
* Wireless technologies
* InfoGenesis

**Professional Experience**

**Diamond Resorts (Apex Systems): IT Technician (Temporary Placement)**

10600 W. Charleston Blvd. Las Vegas, NV 89135 (877) 787-0906

January 2020 – February 2020

* Upgrade legacy systems
* Migration
* Inventory and manage computer equipment

**CEN MGM International (Apex Systems) Bellagio (Temporary Placement)**

3600 S. Las Vegas Blvd. Las Vegas, NV89109 (888) 987-6667

September 2019 – November 2019

* Wi-Fi infrastructure support
* Installation and maintenance of ethernet cable and optical fiber
* Punch down on Patch Panel
* Network troubleshooting and connectivity sustainment

**VHS Hospitals: I.S Refresh Technician (Temporary Placement)**

5400 S. Rainbow Blvd. Las Vegas, NV 89118 (702) 853-3000

August 2019 – September 2019

* Troubleshoot hardware and software issues
* Audit permissions/Active Directory
* Repair computers, scanners and printers, both physical and network
* Hard drive data management and transfer control
* Upgrade computers and networks

**Aria: Room AV Installation Technician (Temporary Placement)**

3730 S. Las Vegas Blvd. Las Vegas, NV 89158 (702) 787-7070

March 2019 – April 2019

* Replace tv routers and peripheral room equipment
* Organize and manage equipment inventory and data storage

**MGM INT/Aria Hub: Computer Engineer/ I.T Technician**

3730 S. Las Vegas Blvd. Las Vegas, NV 89158 (702) 503-7936

January 2019 – March 2019

* Accept and complete work order tickets
* Troubleshoot and repair POS Systems
* Troubleshoot and repair Windows 7/10 workstation issues
* Troubleshoot and repair Time Clocks
* Active directory experience

**RTC Technology: Helpdesk Technician**

5854 La Costa Canyon Ct Suite 100 Las Vegas, NV 89139 (702) 434-3344

August 2018 – October 2018

* Computer installation
* Trouble shoot hardware and software issues
* Audit file permissions and user accounts
* Repair computers, scanners and printers, both physical and network
* Hard drive data transfer control and management

**UPS****: Helpdesk Technician**

335 E. Arby Ave Las Vegas, NV 89119 (702) 319-2900

October 2015 – April 2016

* Provide technical and troubleshooting assistance related to computer hardware and software, mobile devices, and other end user tools and products.
* Provide prompt responses to questions from employees. Troubleshoot, diagnose, and resolve problems related to operating systems, hardware and software.
* Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

**Peak System: I.T Technician**

25 West 31st Street 12th Fl. New York, NY 100010 (212) 947-6600

May 2014 – October 2015

* Special projects Participates with the IT Services Group to perform testing of software patches, upgrades or regular system maintenance
* Leads the process with internal business partners to gather, define, and document requirements for the use of technology
* Migrate systems
* Creates and maintains customary documentation for all technical implementations
* Creates and maintains a department SharePoint site
* Migrations data transfer

**David Saxe Productions/Sax and V Theatre: I.T Technician**

Las Vegas, NV

May 2013 – October 2013

* Remote Access Via Log me and Auditing File permissions
* Agilisys, InfoGenesis, POS system
* Originate electronic records, while maintaining and updating documents
* Maintain and repair workstation computers, scanners, printers, both physical and network
* Create and rename buttons and admin on POS Via Universal Desk Top
* Identify and escalate priority issues per specifications
* Gather information and determine the issue by evaluating and analyzing the symptoms
* Organize ideas and communicate oral messages appropriate to listeners and situations
* Auditing User Accounts

**U.S. Marine Corps**

Twenty-Nine Palms, CA 92277

Sep 2005 – Mar 2009

**United States Marine, Rifleman/Infantry**

* Firearm and Explosives Handling
* Surveillance Techniques
* Handled confidential material
* Risk Management
* Intelligence Analysis

**Education**

**New Horizons Learning Center**

Las Vegas, NV

Dec 2016 – July 2018

* A + Certification
* Network + Certification
* Security + Certification
* Cisco CCENT Certification

**ITT Technical Institute**

Las Vegas, NV

March 2011 – March 2013

Associates of Applied Science Degree in Information Technology

* Cyber Security
* Python Programming
* Linux
* SQL
* Microsoft Windows 7
* Cisco Routers
* Computer Networking
* National Technical Honor Society

**Wyo-Tech**

Long Beach, CA

Graduated: April 2011

* Certified Automotive Technician

**Languages**

Bi-lingual: Fluent Spanish