**Joseph Acevedo**

3655 East Sahara Ave Apt 1073

(725) 203-7659 , Josephangel00@yahoo.com

*U.S. Air Force veteran with experience as a IT Technician with over 7+ years of experience in IT. Highly familiar with a wide variety of Troubleshooting, Software/Hardware support/repair/upgrades, customer service/field service, pc/laptop support/repair, operating system software, documentation, & tasks with ITSM*

**TECHNICAL SKILLS**

* **OPERATING SYSTEMS:** Windows XP, Vista, 7, 8 & 10; Windows Server 2012, 2014 & 2016 as well as MAC OS 10.9 through 10.15.
* **HARDWARE:** PC’s, Laptops, Smart phones, Printers, Scanners, POS, Hubs, Switches, Routers, RAM, Hard drives, NIC cards, Kiosks, CCTV Cameras (PTZ & Fixed), Fluke devices, BNC Encoder, card reader, ATM’s, Voip Phones, Avaya, etc
* **SOFTWARE:** Installing, Removing, and Updating .
* **PROGRAMS:** LMS, VMware, Synkros, Optima, Fortunet, MS Office, Micros, Cisco Vpn, Hotsos, SCCM, Active Directory, Ghost, Ballys, Tableview, Patron Management, Filenet, Title 31, Global cash, VPN, G suite, Exchange, etc.

**PROFESSIONAL EXPERIENCE**

**JERRYS NUGGET CASINO Las Vegas, NV**

*IT technician January 2018– March 2020*

* Performed onsite troubleshooting & testing of new hardware, software, & related equipment to be readily available for all clients/employee's as well as assist users how to utilize equipment efficiently.
* Installing & deploying hardware, software, components, cabling (Cat5,Coax) , accessories and related equipment.
* Loading & updating software such as OS’s, drivers/firmware for hardware, & custom applications for PC’s, laptops, Micros, Kiosk’s, Credit Card keypads, CCTV Cameras, tv’s, printers, low voltage items, etc.
* Responsible for all Technology, software, hardware to meet gaming requirements and compliance.
* Ability to work independently on projects assigned with duties and responsibilities of position.

**TROPICANA CASINO Las Vegas, NV**

*Desktop Support Analyst November 2014 – May 2017*

* Troubleshoot, repair, upgrade, maintain, install, monitor, and configure hardware systems, all with operating systems, application programs, firewalls and anti-virus software for 500 users.
* Responded and Resolved issues according to ticketing system in a timely manner.
* Maintained accountability, inventory, documentation, instructions of hardware and software.
* Configuration & Installation of Software/Hardware Drivers & BIOS.
* Deployed, reimage, and cloned desktops and laptop’s through reimage software (Ghost, Reflect, AOMEI) and use of PXE.

**BOYD GAMING CORPORATION** **Las Vegas, NV**

*Tier 2 Support technician September 2013 – November 2014*

* Provided 24 hour support on call for priority support relating to Hardware & Software.
* Engaged in advanced computer and network-troubleshooting techniques on Intel based Computer Systems, desktop, laptop & printers for users at 7 different properties.
* Receive, troubleshoot, and resolve work orders from helpdesk and third party vendors.

**EDUCATION**

**LAS VEGAS PROFESSIONAL INSTITUTE OF TECHNOLOGY Las Vegas, NV**

*Certifications in A+, Network + , Security+, MCSA May 2010 – August 2012*