Jonathan Taylor

Las Vegas, NV

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702-545-8014

Information Technology student at the College of Southern Nevada. Skilled in computer maintenance, Microsoft Office, Communication, Team Building, Consumer Electronics, and Windows OS and Mac OS.

Education

**Associate of Applied Science in Computer and Information Technology Cyber Security - Network Security**

College of Southern Nevada - Las Vegas, NV

August 2014 to Present

Certifications/Licenses

**Microsoft Technology Associate Mobility and Device fundamentals**

May 2017 to Present

MTA Mobility and Device Fundamentals measures your ability to accomplish technical tasks such as understanding device configuration; understanding data access and management; understanding device security; understanding cloud services; and understanding enterprise mobility.

**IC3 Computing Fundamentals**

September 2014 to Present

The Computing Fundamentals examination covers a foundational understanding of computer hardware, software, operating systems, peripherals, and troubleshooting. It is designed to help you maximize the value and benefits of using computer technology.

**IC3 Key Applications**

November 2014 to Present

The Key Applications examination covers the most common features of popular word processing, spreadsheet, database, and presentation applications. It is designed to help you become more efficient in environments requiring the use of these applications.

**IC3 Digital Literacy Certification**

December 2014 to Present

The IC3 Digital Literacy Certification provides the global standard for validating online knowledge, computing fundamentals, and application proficiency through true performance-based testing.

**IC3 Living Online**

December 2014 to Present

The Living Online examination covers skills for working in an Internet or networked environment and for maximizing your communication, education, collaboration, and social interaction in a safe and ethical way.

Work Experience

**IT Technician**

Boyd Gaming

**Aug 2019 - Present**

Provide Tier I and II support activities, as required, by local property and in collaboration with Corporate Leadership.

Provide scheduled on-call support for after-hours Support Center issues.

Understand and interpret issues to troubleshoot and resolve computer-related hardware and software problems and initiatives.

Assist Corporate Teams in alarm condition analysis presented by various internal management systems and begin triage efforts to assist in troubleshooting the affected application(s) and/or infrastructure(s).

Perform all duties in strict accordance with company, departmental and regulatory guidelines and levels at all times while meeting or exceeding stablished service levels and expectations.

Perform remedial maintenance on network devices and system hardware and software including the restoration of hardware, software, or configurations.

Coordinate/escalate referral of issues to appropriate personnel for services, repairs, training, and follow-up as appropriate.

Keep supervisor informed about all computer and/or system anomalies.

Use and maintain knowledge base and other knowledge tools.

In-collaboration with and under guidance of Corporate IT functional teams:

Participate in the overall IT asset management framework requirements and associated processes.

Participate in the property IT compliance reviews.

Assist in implementations and rollouts of new networking, hardware, software, and tools.

Aid in functional and empirical analysis related to the design, development, planning, and configuration of networking, hardware, and/or software.

Assist in determining product compatibility, flexibility, and ease-of-use including the design of application options/screens with midsize computer system applications.

Assist with and participate in disaster recovery testing.

**Premier Support Solutions Specialist**

Asurion

**Mar 2019 – Aug 2019**

Deliver exceptional technical service and solutions to customer inquiries.

Troubleshooting solutions related to hardware, software operating systems (OS), applications and compatibility, as well as remotely support multiple technology devices across Windows, Android, Blackberry OS, and Apple iOS.

**IT Service Desk Technician**

The Cosmopolitan of Las Vegas

Nov 2018 to Mar 2019

Serving as the first point of contact for customers seeking technical assistance over the phone or email.   
Performing remote troubleshooting through diagnostic techniques and pertinent questions.   
Determining the best solution based on the issue and details provided by customers.

**Spa Attendant**

MGM Resorts

November 2016 to November 2018

Provide the highest level of guest service for all guests.

Greet all guests in a friendly and professional manner.

Work together with co-workers displaying teamwork at all times.

Follow all service standards and departmental policies and procedures.

Inform Management of all guest issues, needed supplies or equipment related issues.

Open and/or closes the Spa area appropriately.

Keep all areas of the Spa and Fitness center clean.

Assist guest with towels, robes and locker services.

Provide guests with a tour of the spa facility.

Perform all other job-related duties as requested.

**Lifeguard/Pool Attendant**

MGM Resorts

August 2014 to October 2016

Provide guest safety by watching over water and deck area and responding to emergency situations as needed.

Answer guests inquire in a professional and courteous manner.

Maintain cleanliness of pool deck and facilities including straightening and stacking chairs, collecting soiled towels and trash, moving chairs, boxing towels, replacing flags and cleaning signs.

Interact with guests while adhering to company customer service standards.

Perform all other job-related duties as requested.