Eric Cazares

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***OBJECTIVE:***

Looking to join a successful team of IT professionals and use my technical skills in a great fast paced environment with an innovative organization.

***TECHNICAL SKILLS:***

* Windows Operating Systems knowledge with troubleshooting hardware/software skills in an enterprise client/server environment: Windows (XP,7,8,8.1,10), Servers 2008, 2012r2, 2016, 2019 knowledge.
* Installation and configuration of software and hardware for desktop and laptop computers.
* Understanding of Network and Server equipment: Firewalls, Routers, Switches, Racks, Phone Systems, Dell Servers, etc.
* Understanding of Networking Concepts: LAN/WLAN/WAN/MAN/PAN, IPV4/DHCP, DNS, VLANS, etc.
* Data/Voice cabling and infrastructure. (Jack activation, cross-connecting, cable termination, punch-downs, line toning, etc.)
* VMWare/Hyper-V Virtual Machines knowledge.
* MS Office Suite and Office 365 (Word, PowerPoint, Excel, Outlook, OneDrive, Exchange, SharePoint, Teams) Web/Desktop/PhoneApps
* Printer/Scanner troubleshooting skills (Upgrade/Diagnose/Repair/Configure/Implement) (Lexmark, HP, Brother, Sharp, etc.)
* Ability to manage business’s IT infrastructure and support end users remotely over phone/RMM agents and/or onsite, while creating a record and knowledge base on issues and resolutions.

***CERTIFICATIONS:***

* CompTIA Network+ Certification 05/2018
* Essentials of Electrical Theory 02/2017
* IC3 Computing Fundamentals – Global Standard 4 12/2016
* Indeed’s Technical Support Assessment (Expert Rating) 01/2020
* Indeed’s Technical Support: Customer Situations Assessment (Expert Rating) 02/2020
* Indeed’s Mechanical Skills: Aptitude Assessment (Expert Rating) 02/2020
* OSHA 10 Card 11/2020

***QUALIFICATIONS:***

* Bilingual (English and Spanish)
* Able to multitask and work independently.
* Able to cope with stressful situations fast and in an appropriate manner.
* Project Management knowledge.
* Able to lift heavy objects over 50 pounds.
* Able to be employed in the United States.
* Over the age of 21.
* Reliable transportation.

***WORK EXPERIENCE:***

***WFM Restoration LLC***

*Field Manager / Demo Tech*

* Sales Representative
* Front line responder for company.
* Ensure emergency situations were delt with according to industry standards.
* Inspect job site and create a scope of work that ensures a solution for the customer, including ensuring that required documents are signed in a timely manner.
* Able to communicate effectively with customers with a strong customer service focus.
* Be available 24/7 for emergency situations.

***Itech Las Vegas LLC***

*Project Lead / Service Technician II / Helpdesk Support I*

* Administered multiple company’s IT infrastructure throughout Las Vegas and Henderson.
* Assisted multiple users’ issues via phone, email, and ticket portal, remotely and onsite.
* Managed sites; email (O365/AppRiver), antivirus software (Webroot), networking equipment (SonicWALL, Cisco Switches, Ruckus AP’s, etc.) remote agents (Continuum RMM) for remote support and patch management.
* Administered phone system with end-user issues (Digium)
* Managed new setups for employees and assisted with setup on company and personal devices.
* Planed/implemented technical upgrades for numerous clients.
* Swapped and setup multiple users with workstations including data transfer and device setup.
* Performed preventative maintenance on IT equipment.

***America’s Best Value Inn***

*Night Auditor / Front Desk Clerk*

* Worked on an Accounting Information System that checks front office accounting records for accuracy and compiles information for the hotel's financial records.
* Verified all transactions performed at the hotel’s front desk are supported by documented evidence and signatures, as necessary.
* Prepared a summary of cash, check, and credit card activities reflecting the hotel's financial performance for the day.
* Had complete knowledge of the emergency procedures for employees and hotel guest.
* I was able to communicate with employees and guests in a pleasant manner while representing the organization.
* Maintained guest privacy and personal information such as credit cards, access to voice mail and reservation information.

***EDUCATION:***

**Some College**

* College of Southern Nevada.

Computing and Information Technology - Networking Client/Server

**Las Vegas High School**

* Graduate of Class 2014

**References Available Upon Request**