**Jarred Taylor**

**IT Professional**

8600 Starboard Dr A2143   
Las Vegas, NV 89117   
​(C) 240-381-7154   
Email: Taylor.jt@outlook.com

7+ years of IT-related experience.

Proficient knowledge of Windows OS, Apple, Android, MS Office with a working knowledge of RMS, PRTG, RabbitMQ, Python, C#, Linux and Hyperion/SQL.

**Work Experience​**

**Feb 2020 – April 2020 (\*Laid Off Due To COVID-19)**

**Aristocrat Gaming Technologies   
Las Vegas, NV**   
**Implementation Specialist II**

* Supported all queries, issues and change requests raised by the deployment projects, peers, project managers and other workstreams re: solution questions, business process maps, system configuration, business validation scripts, and product knowledge materials.
* Provided Subject Matter Expertise (SME) to our clients and deployment project teams when product questions, issues, or changes are raised/escalated.
* Proactively participate in all relevant knowledge sharing sessions for their respective SME areas.
* Proactively investigated and contributed to all product workshops and collaboration sessions.
* Updated relevant knowledge materials to ensure peers have up-to-date knowledge on the resolutions for all queries, issues, changes implemented.
* Assisted in setup of virtual mock environments for testing and training purposes.

**Oct 2019 – Dec 2019**

**David Saxe Productions   
Las Vegas, NV**   
**IT Support**

* Conducted reviews on status and performance of GeoVision IP camera system.
* Provided company-wide first level technical support for all IT requests.
* Executed first level of Network Administration and troubleshooting for Windows servers 2003/2008, Cisco Switches, Cox routers and Allworx VOIP.
* Assisted employees with Microsoft Outlook setup, Gsuite migration and printer/network mapping.
* Maintained department inventory and software databases through Spiceworks and Smartsheet.
* Managed firewall, network monitoring and server monitoring both on- and off- site.
* Ensured network, system and data availability and integrity through preventative maintenance and routine updates.
* Diagnosed and troubleshot Windows & MacOS processing problems and applied solutions to increase company efficiency.

**Feb 2017 – Sep 2019**

**DiTronics Financial Services   
Las Vegas, NV**   
**Senior Training and Technical Support Representative II**

* Helped diagnose, troubleshoot and fix any technical problems that arose with ATMs, kiosks and POS systems via RMS.
* In charge of installations and upgrades to our software.
* Created, followed up on and closed tickets and case files in Microsoft CRM.
* Researched and cataloged problematic programs/machines and generated periodic or ad hoc reports forwarded to the CEO for review.
* Created training materials and general SOPs for the operations department and training/refresher courses for new hires and existing employees alike.
* Performed general QA duties including performance reviews and call monitoring to ensure the QA standards and records were adequately maintained.

**Jan 2016 – Jan 2017**

**Asurion/Verizon   
N. Las Vegas, NV**   
**Premier Support Specialist/Technical Support**

* Troubleshot and warranty exchanged Verizon mobile devices and tablets.
* Educated Verizon customers on their mobile devices.
* Studied and educated customers on different smartphone OS including iOS, Android, Windows Phone and Blackberry.   
  Accessed and notated customers’ and business accounts.
* Provided a premier experience to on average 300 customers per week within call center environment.
* Implemented new customer service tips and strategies to increase customer satisfaction.
* Used different software applications to load and re flash the software to devices, including Blackberry, Samsung, Nokia, and HTC.

**April 2013 - December 2015**

**Flextronics/AT&T   
Gaithersburg, MD**   
**Device Support Technician – Supervisor**

* Troubleshot and warranty exchanged AT&T mobile devices.
* Educated AT&T customers on their mobile devices.
* Learned and educated customers on different smartphone OS including Android, Windows Phone and Blackberry.
* Accessed and notated customers’ and business accounts.
* Completed morning and nightly paperwork while performing opening and closing store procedures.
* Used different software applications to load and re-flash the software to devices, including Blackberry, Samsung, Nokia, and HTC.

​**February 2011 – February 2013**

**United States Air Force   
Las Vegas, Nevada**   
**Mental Health Technician**

* Conducted Intake Interviews and triages on previously established patients.
* Recognized, prevented and responded to patients who were acting as a danger to themselves.
* Performed assigned duties with respect for Human Dignity.
* Provided treatment that promoted dignity and privacy of all patients.
* Maintained patient’s safety & privacy and monitored & reported physical status of patients to primary psychologist(s).

**Education**​

Mar-Aug 2011​ Community College of the Air Force   
​Courses in Psychology/Behavioral Health San Antonio, Texas   
   
​2008-2010​ Montgomery College   
​Courses in Business/Accounting​ Germantown, Maryland   
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​2003-2007 ​ Seneca Valley High School   
​High School Diploma​ Germantown, Maryland   
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Ability to read, write and speak effectively in English. 

Authorized to work in the US for any employer.