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| Scott R. Burns  6267 Anticline Ave.  Las Vegas, NV 89139  702.722.8447  [srburns\_1@yahoo.com](mailto:srburns_1@yahoo.com)  Scott R. Burns  6267 Anticline Ave.  Las Vegas, NV 89139  702.722.8447  [srburns\_1@yahoo.com](mailto:srburns_1@yahoo.com)  Scott R. Burns  6267 Anticline Ave.  Las Vegas, NV 89139  702.722.8447  [srburns\_1@yahoo.com](mailto:srburns_1@yahoo.com) | Objective: I am searching for a challenging position in network support where I can utilize my problem solving, troubleshooting, and customer service skills in an environment that encourages continued professional growth and support. |
| Employment History:**MGM Resorts International** *July 2016 – August 2020 | Network Support Engineer*   * Install network hardware and cable assemblies – copper and fiber. * Knowledge of installs, terminate, maintain and troubleshoot network cabling infrastructure including: Moves, Adds and Changes of any network or related equipment. * Interact in person with customers who are experiencing issues connecting to Corporate External Networks. * Working knowledge of network troubleshooting equipment. * Managing contractor access into restricted areas as required such as network closets. * On-call duty, responsible for first level network support after hours – rotates through group weekly. * Work varied shifts. * Knowledge of Cisco CLI. * Ability to lift a minimum of 40 lbs.  **SVCLV – Gig Computer** *May 2012 – April 2016 | Field Service Technician*   * Provide support by assisting employees with questions or concerns via the telephone, email, in person or remotely. * Install, maintain, troubleshoot and fix CCTV issues. Includes cameras and DVR computers. * Install, upgrade, inventory and problem solve computer hardware, software and printer issues. * Install routers, switches, modems for client’s networks. * Network installs, troubleshooting/repairing – cabled and Wi-Fi. * Install new data/phone runs for computers or phones. * Support Windows XP, 7 and 8 Operating Systems * Support Breeze POS terminals, Boca printers, ID scanners. * Ability to lift a minimum of 40 lbs.  **MGM Resorts International – Abbtech Staffing** *June 2014 – October 2014 | Project: XP to Windows 7 Refresh Project*   * Backup user’s files on XP machine. * Swap out old machine and install new machine. * Start imaging process on new machine. * Once finished, restore user’s files, install peripherals and any miscellaneous software. * Daytime Support: Support users the day after machine swap, correct any unresolved issues that the night time teams missed during the swap. * Asset track old and new machines; send daily reports of work performed. |
| **Cosmopolitan of Las Vegas - Crescent Solutions** *December 2010 – May 2012 | Desktop Support*   * Provide Help Desk support by assisting employees and service providers with questions or concerns via the telephone, email, in person or remotely. * Monitor the Help Desk for new tickets, set priorities, and complete tickets within published time frames. * Install, upgrade, inventory and problem solve computer hardware, software and printer issues including IGT Gaming, Agilysis and Micros Point of Sale machines. * Basic network troubleshooting. * Knowledge of CA (Computer Associates Service Desk), HotSOS, LMS, AS400, CP60 card data printers, Juniper. * Network Operating Center (NOC) experience. * Ability to lift a minimum of 40 lbs.  **Wyndham Resorts - Comsys** *October 2010 – November 2010 | Project: Wyndham Refresh Win 7*   * Unbox new PC’s and set them up for software install. * Boot new PC’s off of the network and install new OS and software. * Asset track all new PC’s. * Deploy new PC, backup user’s files and restore files on new PC. * Make sure user has all their network drives, printers and software installed.  **Zebra Cables Audio & Video** *August 2006 – August 2013 |* ***Self Employed***   * Built, maintain and update zebracables.com and hometheaterlogic.com websites. * Order supplies for building home audio and video cables. * Assemble audio and video cables. * Install and set-up home theater equipment for customers. * Calibrate audio and video settings using computer software and special service menus.  **Countrywide Home Loans** *August 2003 – August 2006 | Desktop Support Tech II*   * Maintain, analyze, troubleshoot, and repair computer systems, hardware and computer peripherals. * Document all support calls for system performance and metrics reporting using REMEDY software. * Install, configure and troubleshoot the following operating systems: Windows 2000, Windows XP, and Windows 2000/2003 Server. * Escalate issues and concerns to the Technical Support Manager, as appropriate * Assist with maintaining computer room, site network cabling and department documentation. * Working knowledge of PC hardware and Microsoft software applications. * LAN/WAN support, computer configuration, hardware and software troubleshooting. * Asset track all computers, monitors and printers. |
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| Education: |
| **Computer Learning Centers, Inc.**, Los Angeles, CA 1998 - 2000   * Associates Degree - AA, Computer Systems and Network Technology * Graduated Magna Cum Laud. * Hands on experience with various hardware, software, and operating systems. * Hands on experience troubleshooting network issues. * Assembled my own PC in hardware class. |
| Skills: |
| * Windows Operating Systems XP/Windows 7/8/10 * Microsoft Office Applications/Office 365 * Microsoft Server 2003/2008/2012 * Excellent customer service and interaction skills * Excellent verbal and written communication skills * Knowledge and experience in these areas: Desktops, Laptops, PC hardware and software installation and configuration, network printers. * Ethernet and TCP/IP Knowledge |
| Certifications: |
| * A+ Certified * MCP - Microsoft Certified Professional * 070-270, Installing, Configuring, and Administering Microsoft Windows XP Professional * 070-290, Managing & Maintaining a MS Win Server 2003 Environment * Dell Certified Systems Expert (DCSE) Foundations 2010 Desktops - Cert ID: 3016 * Dell Certified Systems Expert (DCSE) Foundations 2010 Portables - Cert ID: 2003 * Dell Certified Systems Expert (DCSE) Servers Power Edge C1100 - Cert ID: 1038 * Dell Certified Systems Expert (DCSE) DSP On-site Troubleshooting w/Power Supply Tester - Cert ID: 2002 * Dell Certified Systems Expert (DCSE) Compellent Field Awareness Certification - Cert ID: 3064 * Dell Certified Systems Expert (DCSE) PowerEdge 12G Technologies - Cert ID: 3065 |