**Kevin Preston**

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Experienced IT professional seeking a position in life to utilize my skills and abilities while achieving professional growth through being resourceful, innovative and flexible. I aim to work in a dynamic, professional environment with a growing organization while utilizing my creativity and innovative thinking for the benefit of the organization and myself.

**CORE COMPETENCIES**

* SQA Tools & Best Practices
* Test Cases, Plans & Scripts
* Defect & Bug Discovery
* Technical Specification Analysis
* System & Unit Testing
* Acceptance Testing
* Regression Testing
* Load Testing
* Tracking, Logging & Reporting
* Program Logic & Optimization
* Software Architecture Technologies
* Issue Identification & Documentation
* Adobe AEM/CQ
* PC Hardware
* Service Desk
* Information Systems
* IT Solutions
* IT Support
* Maintenance
* Repairs
* Technical Services
* Technical support
* Desktop Support
* Customer Support
* LMS
* VMWARE
* Oasis 360
* Windows Administrator

**TECHNICAL SKILLS**

**Operating Systems:** Windows NT/2000/XP/Vista/7/8/10, UNIX , Mac

**Software Applications:** Microsoft office 365, TeamViewer, GotoAssist Autocad/solidworks Motorola, Zebra and AS400

**Programming Languages:** SQL, Java, Javascript, c#, xml, .net

**PROFESSIONAL EXPERIENCE**

The Wynn Las vegas,Nv June 11, 2019-Nov 12 ,2019

The Helpdesk Specialist is responsible for contact ownership, provide first tier support and service request management through Helpdesk hotline, email or Help Desk counter. He/she is the front-line contact person for all customers (internal user) on all issues related to computer systems and services

HelpDesk

* Serve as the representative of the Information Technology Division to drive customer (internal user) satisfaction efforts.
* Handle user service requests over telephone, email, live chat, direct interaction or any other available forms of communication.
* assisted in window 10 integration .
* Maintain service request log and track all service requests till completion.
* Perform research, evaluation and resolution of user issues whenever possible.
* Escalate service requests that are beyond the scope of the Helpdesk Specialist to the Helpdesk Supervisor or related support team.
* Interact with department and company employees in a professional and positive manner to foster good rapport, promote team spirit and ensure effective two-way and cross culture communications
* Familiarity with querying web services such as (json format) /T-SQL
* Crystal Report and/or SSRS experience
* Full stack troubleshooting
* Ability to translate business requirements to a technical specifications document
* Familiar PCI controls and implementation
* support systems for Motorola, Zebra and AS400

**Crescent Solutions/ The D and Golden Gate Casino** Las Vegas,nv December 25 2018- May 4 2019

Hired though Crescent Solutions to perform the task of It operator for the D casino and Golden Gate casinos and sister companies owned or supported by the The D casino on the fremont experience.

**IT Operator**

* Perform Windows Administrator tasks, password resets, inventory management
* Perform software assist for all aspects of the casino
* HArdware troubleshooting and repair
* Worked with vendors in support of software
* using VMware to troubleshoot software ,network and daily functions of Pos terminals
* Performing tier 2-3 troubleshooting steps and process to ensure all software, printers, and peripherals.
* Worked on building and installing window 10 pcs in workflow environments
* Familiarity with querying web services such as (json format) /T-SQL
* Crystal Report and/or SSRS experience
* Full stack troubleshooting
* Ability to translate business requirements to a technical specifications document
* Familiar PCI controls and implementation
* support systems for Motorola, Zebra and AS400

**TEKsystems/MGM** Las Vegas, NV April 2,2018- December 2018

Being hired by TEKsystems to support MGM and dell in their efforts for the dell refresh project. Location and replacement of MGM employees’ pcs in an effort to update MGM dell pcs to OptiPlex 5050 desktop pc.

**Computer Engineer**

* Discovery and location finding of pcs for all MGM properties
* Performing Software verification with employees to ensure all required software are documented
* Performing profile excretion using specialized software to ensure employees personal files are transferred over
* Performing installation and troubleshooting steps on software that employee requires on their new pc
* Performing installation for the employee profiles on new pc.
* Performing SLR for specialized backend software
* Deployment of finished pcs to the employee and performing troubleshooting to ensure the employees are back to 100 percent operations.
* Performing asset recovery and documentation on all old pcs
* Using dell defined work orders to ensure all pcs are accounted for and location with proper documentation
* Performing tier 2-3 troubleshooting steps and process to ensure all software, printers, and peripherals
* Supported Apple products and windows 10 pcs
* Familiarity with querying web services such as (json format) /T-SQL
* Crystal Report and/or SSRS experience
* Full stack troubleshooting
* Ability to translate business requirements to a technical specifications document
* Familiar PCI controls and implementation
* support systems for Motorola, Zebra and AS400

**Vision Tech**, Las Vegas, NV **January 1, 2017 - August 7, 2017**

Active in 50 states and on 3 continents, Vision proudly provides a suite of solutions for commercial and federal environments, focusing on solutions from on-site IT support to IP Convergence Technologies in Security and AV, to the design and installation of low-voltage voice and data cabling systems.

***Network Logistics Technician***

* Issued supplies, materials, and equipment to fellow field technicians.
* Completed all necessary paperwork for stock items issued, and recorded consumption of inventory.
* Received delivered supplies, materials, and equipment
* Confirmed that delivered goods matched purchase order specifications of quantity, condition, model number, etc.
* Completed all necessary paperwork for stock items received.
* Reclaimed old network devices upon removal from field sites and restocked or recycled
* Participated in occasional projects or activities that required an ability to learn networking fundamentals and the basic concepts of an IT organization.
* Conducted quarterly cycle counts of inventory materials based upon computer-monitored suggested reorder listing
* Assisted in conducting complete physical inventory count.
* Organized and maintained warehouse and inventory areas for efficient material storage and handling
* Maintained labeling system on each stock item
* Manually stocked inventory shelving with stock items received or returned.
* Operated equipment to properly handle materials being received, issued, stocked, and picked.
* support systems for Zebra and AS400

**Knoah Solutions,** Las Vegas, NV **June 16 - November 2, 2016**

Knoah Solutions provides customer experience management solutions to small and medium sized businesses and Fortune 500 companies alike. Knoah has grown their operations to include multiple customer engagement solutions offered through a variety of contact channels and handled in a diverse range of languages from their global delivery locations.

***Mate Book Support Specialist for Huawei Device USA***

* Provided operational support for end user devices such as Windows 10 mobile phones, tablets and Ultrabooks.
* Address and resolve customer inquiries, problems and complaints regarding products in a timely and accurate manner
* Responsible for monitoring, troubleshooting, and supporting customer software applications
* Initiate, update, track, and close tickets through work order system
* Complete and maintain all required paperwork, records, documents, and technical support logs according to established procedures
* Develop documentation and provide mentorship for level 1 & 2 type support for call center agents
* Identify and resolve trends related to various software issues
* Regular, consistent and punctual attendance
* support systems for Motorola ,Zebra

**JCM Global**, Las Vegas, NV **August 2015 – January 2016**

JCM Global is a leader in creating innovative and award-winning automated transaction technologies and solutions for diverse industries such as banking, financial, gaming, kiosk, retail, transportation, vending and specialty industries as lines of business where security, speed and accuracy are paramount. Their bill validation technologies, printer technologies, system solutions and digital media solutions are world-renowned for helping operators make better connections with their customers.

***Dev SQA Systems Tester***

* Provide reviews for software solutions
* Wrote detailed execution test plans to ensure all objectives and solutions worked as expected
* Tested for solutions in terms of functionality, performance, reliability and compatibility with existing systems
* Designed and executed test plans, scenarios, scripts and procedures
* Served as a point of contact on upcoming projects
* Worked directly with developers and the business users
* Familiarity with querying web services such as (json format) /T-SQL
* Crystal Report and/or SSRS experience
* Full stack troubleshooting
* Ability to translate business requirements to a technical specifications document
* Familiar PCI controls and implementation

**EDUCATION**

**Associate Degree in Software Development, 2015**

ITT Tech Henderson, Henderson, NV

**Computer Science and Business Administration, 2008**

Lee county High School, Leesburg, GA