David Gosso

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#### Professional Skills and Qualifications

# Computer Service and Support Technician, Dell certified

# Diagnosing, repair, and testing of network/non-network desktops, laptops, tablets,

# Experienced as Customer Care Agent and Help Desk Support

# Strong diagnostic experience, including system validation

# Conversant in Microsoft Windows OS from Windows 3.1 to Vista and Windows 7, familiar with Windows 8, 8.1

# 10+ years utilizing software such as MS office suite including publisher

# Experienced with Linux OS: Fedora, Debian, and Ubuntu distributions and derivatives

# Experienced with Mac OS versions 8.0 to 10.0

# Understanding of network protocols and devices including Wireless, Fiber-optic, LAN, WAN, and Cellular

# Experience with component soldering.

# Experienced with EPIC Hyperspace Database

# Experienced with Remedy, Tivoli, and ServiceNow Ticketing systems

# Experience with program languages: Python, C++, C# /ITT-Technical

# Experience performing server administration of both Windows and Linux server types

# Experience remote access setup and installation

#### Education

**Dec, 2012 to June, 2015, Bachelors of Science - Information Security and Cyber-Security - Incomplete**

* ITT-Technical Institute, Rancho  
   Cordova, CA
* Maintained 3.10+ GPA

**2009 to 2012, Associates of Science, Information Technology – Computer Network Systems**

* ITT-Technical Institute, Rancho  
   Cordova, CA
* Maintained 3.10+ GP

#### Work History

**May 2020 – Sept 2020 BGIS International AWF for eBay, Las Vegas, NV**

**Data Center Technician – BCTS**

* Respond to L2 Tickets in a timely matter
* Diagnose and repair malfunctioning servers within SLA time frames by any means available
* Order replacement parts from contacts such as Dell, HPE and Hyve

**Oct 2017 – Aug 2019, zColo, Las Vegas, NV**

**Data Center Technician – Operations**

* Perform computer/server hardware and software support.
* Monitor, resolve, and escalate issues within critical facilities infrastructure.
* Handle all customer and internal shipping logs and maintaining facility cleanliness.
* Adherence and enforcement of established company security standards.

**Oct 2016 - May 2017, Robert Half Technologies for MGM International, Corp**

**Technical Analyst - Operations Center,**

* Ability to quickly analyze threats and outages to infrastructure.
* Act as escalation point for security and issues, proactively preventing guest impacting issues.
* Handle severity issues quickly while collecting information and respective departments to calls.
* Provide clear and concise documentation of incidents and resolutions in a standardized format.
* Work directly with internal departments to report and resolve incidents efficiently and effectively
* Perform nightly maintenance backups, redundancy and clustering tests.

1. **Jun 2016 – Aug 2016, AppleOne, Knoah Solutions USA, Las Vegas, NV**
2. **Technical Support Agent, Windows Specialist**

* Performed Technical Support for Huawei Smart Phones.
* Performed beta testing on the Huawei Mate-book.
* Exclusively supported Huawei Mate-book troubleshooting.

1. **Oct 2015 – Jan 2016, ManPower, JCM Global, Las Vegas, NV**
2. **Dev. SQA Systems Tester**

* Performed system Bug testing for Nevada Gaming System approved software.
* Performed Hardware Bug testing for JCM Global America.
* Performed asset management and identification for JCM Global.

1. **Jul 2015 – Aug 2015, Randstad technologies, Sutter Health, Rancho Cordova, CA**
2. **EPIC Help Desk Specialist**

* Assisted Doctors and Nurses with their work flows in EPIC.
* Troubleshot and routed tickets to be repaired by onsite support personnel
* Performed administrative duties for users of EPIC in the Sutter network

1. **Jun 2014 – Sept 2015, Design F/X, El Dorado Hills, CA**
2. **Head IT Administrator – On Call**

* Designed Developed an IT Infrastructure including a Hyper-V Server, a Domain Controller, DNS, shared file server, shared print server, Network attached storage, and VPN (PPTP Type)

# Configured workstations based on required roles, maintained all IT related documentation required for new users.

# Added, Maintained, and removed user access via Active directory controls, and set Computer and User Policies.

1. **Apr 2014 – Aug 2014, Randstad technologies, Intel, Inc. Folsom, CA**
2. **Software Technician III**

* Developed and maintained server-based Disk cloning software for multiple system deployment
* Initialized and maintained a 16 TB NAS system for Lab Environment network
* Designed and developed Network topology for Lab Network Environment, Including integration with Multiple Access remote KVM systems and remotely controlled Power systems
* Designed and built multiple server systems utilizing several versions of Linux (Ubuntu and Debian) as well as Windows Server 2008r2 and Server 2012 and 2012r2
* Worked on Next Generation Tablet products, including, Installation and testing functionality of both Android and Windows 8 based Operating Systems

**Apr 2012 – Oct 2013, Kelly Systems, Intel, Inc. Folsom, CA**

**Software Technician II**

* Performed Diagnostic support for Engineers in validating Next generation CPUs
* Supported and Maintained Test System equipment
* Performed Validation tests for Engineers
* Integrated Client/Server network into Lab environment for Engineer use
* Developed and Integrated remote access capability for Validation tests
* Administered Linux server for collaboration of engineers
* Administered over 40 host systems connected to each Validation system
* Maintained and controlled Inventory for Engineers
* Oversaw development of additional test systems
* Trained additional technicians

**Aug 2010 – Jan 2011, ClearWire, LLC, Las Vegas, NV**

**Technical Support Representative**

* Duties entailed telephone call center support for customers in the setup and issues arising from internet connections using the Clear 4G wireless network system.
* Troubleshoot the hardware and software on both the equipment sold and leased by Clearwire and installed on the customer equipment.
* Supported customers in the setup and connections using the Clear 4G wireless internet system.
* Maintained a 90% First Call Resolution and a 75% Save metric.
* Kept a 98% Customer Satisfaction Survey rating for 4 months in a row.
* Repositioned the equipment for optimal signal from the Clear/Clearwire towers.
* Set up tickets for maintenance either on-site or via network resources for repairs as needed.

**Jan 2010 – Aug 2010, Fry’s Electronics, Las Vegas, NV**

1. **Computer Sales Accessory**

* Assisted customers with questions concerning their computer systems, television and home audio, home networks and internet services.
* Number 1 “Answer Guy” for all sales members in my department pertaining to advice for their customers.
* Was directly responsible for the maintenance of two complete aisles.

1. **Jun 2009 – Dec 2009, Verizon Wireless, Rancho Cordova, CA**
2. **Customer Service Rep**

* Troubleshot of customer cellular devices, including data connection and voice integration on cell phones, PDA’s, and Cellular Broadband Devices.
* Operated as a customer care associate by assisting with billing and account maintenance for customers.
* Maintained a 90%+ First Call Resolution rate.
* Averaged a rating of “Very Satisfied” for 4 weeks in a row.

**Jan 2007 – Mar 2009, RadioShack Inc., Bartlesville OK**

**Associate**

* Assisted customers with questions they had concerning their purchases including personal electronics.
* Helped maintain the store’s Inventory by restocking, creating displays and entering purchase orders from the RadioShack inventory warehouse.
* For half of my career with RadioShack, I was in the Third Key position, responsible for daily paperwork as well as opening and closing the store.

#### References

References available on request.