**Juan Tanori**

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# OBJECTIVE

Highly motivated team player seeking a position with an organization that will enable expansion of skill sets, and knowledge. Goal oriented individual that looks forward to meeting a challenge head on; learning and growing from it.

# SKILLS & CERTIFICATIONS

* Excellent verbal and written communication skills
* Client relations and management experience
* Tier 1 & 2 IT support
* Experience with SAP, INAV, ICOMS, Count Me In, and SkyDesk
* OS Customization, and Configuration
* Virus and Malware removal experience
* AVAYA Version 12 Certification - (November, 1999)

**EXPERIENCE**

## MGM Grand Resorts International, Las Vegas *- Service Desk Rep*

JANUARY 2020 - MARCH 2020

* Take inbound calls from MGM grand employees
* Created service desk ticket through CA for calls
* Contact Customers for additional information and resolution on tickets
* Maintained contact with upper Management when needed for serious issues

## The Flower Emporium, Las Vegas *- Customer Service Rep*

OCTOBER 2018 - NOVEMBER 2019

* Take inbound calls for customer purchase of Flowers
* Contact Flower shops and correct any issues with the orders
* Contact Customers for additional monies or if to cancel order
* Research Funerals for correct information

## VAPOR RAGE, Las Vegas *- Sales Associate*

APRIL 2018 - SEPTEMBER 2018

* Learn and provide product knowledge of vape merchandise to customers.
* Assist customers with their purchases of Vape, and E-Liquid products
* Promote and up-sell new and popular products and services to customers.Promote and up-sell new and popular products and services to customers.

## UNITED STANDARD POS, Las Vegas *- Tier 1 Tech / Product Support (Contract)*

## OCTOBER 2017 - MARCH 2018

* Installed Dinnerware Software into POS systems for clients per request
* Remotely access company/client computers and systems to assist with errors and technical difficulties
* Create batch files for client system recovery or backup of databases

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**EXPERIENCE ,** *(Cont’d)*

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## BETTER MY POS, Las Vegas *- Tier 1 Help Desk (Contract)*

JUNE 2017 - SEPTEMBER 2017

* Support for multiple POS clients.
* Repair and return thermal printers to clients.
* On-Call client support

## QUEST DIAGNOSTICS, Las Vegas *- Accessioning Cytology Tech. 2 (Contract)*

JUNE 2016 - MARCH 2017

* Data entry technician for the Cytology Department.
* Maintained a minimum of 50 requisitions processed per hour.
* Typed and reviewed various types of requisitions for the Cytology Department.

## MANDALAY BAY RESORT & CASINO, Las Vegas *- Support Technician 1 (Contract)*

JULY 2015- SEPTEMBER 2015

* Desktop and Laptop Support Software and hardware troubleshooting and updating.
* Installed and tested POS systems, and troubleshooted thermal printers within the restaurants in Mandalay Bay.
* Troubleshooted and fixed network connection issues throughout the entire property.

## COX COMMUNICATIONS, Las Vegas *- Support Technician 1 (Contract)*

JUNE 2013 - MAY 2014

* Hospitality Network support for data issues, assisting customers with cable, data, and phone issues
* Scheduled service requests for issues requiring in home technician repairs or support.
* Familiar with MyAdmin program for phone issues, and InterManager for email issues, as well as INAV and ICOMS systems.

## SKYWIRE MEDIA, Las Vegas *- Support Technician 2 (Contract)*

NOVEMBER 2012 - JUNE 2013

* Problem solving for issues with the with Count Me In time card software and hardware.
* Assisted customers with pin resets and 1st time installation of Count Me In software.
* Familiarized with SkyDesk, used to track open tickets and returned customer service calls to assist with problem resolution.
* Performed data migration to new PC’s for customers.

**EXPERIENCE ,** *(Cont’d)*

## STATION CASINOS/MOBILE SPORTS BOOK, Las Vegas *- Sports Book Analyst (Contract)*

AUGUST 2012 - OCTOBER 2012

* Help Desk Technician support for Mobile Sportsbook website and mobile device applications
* Assist customers with pin resets and 1st time installation of Station Casino products.
* Maintained GCB 180-day report daily and entered all tickets on Station casino CRM software.
* Troubleshooted Android and iPhone for installation of Station casino mobile software.

## UPS, Las Vegas *- Support Technician 1 (Contract)*

FEBRUARY 2012 - MAY 2012

* Help Desk Technician support for UPS website and CampusShip products.
* Assisted customers with password resets and thermal printer installs.

## INTERNATIONAL GAMING TECHNOLOGIES, Las Vegas *- Customer Service Rep (Contract)*

JANUARY 2011 - DECEMBER 2011

* Customer service liaison between the Sales Department, Parts department and the customers.
* Processed purchase orders from SAP into CRM.
* Worked closely with warehouse to expedite orders to provide 100% customer satisfaction.
* Communication with customers of upcoming appointments and status updates.
* Research on available products.

## AMERICAN RECOVERY SERVICES, Las Vegas *- Tier 1 HelpDesk (Contract)*

AUGUST 2010 - NOVEMBER 2010

* Help desk support for the collections floor.
* Performed data migration to new computers.
* Active directory support, unlock accounts, disable accounts. Added computers to domain, change computer names.

# **EDUCATION**

## Victorville Valley Community College *- GED*

AUGUST 1994

# REFERENCES

## Tony Kalama Job title, Company (702) 771-0391

## Amanda Douglas Manager, Circle K

## (702) 587-7852

## Jeff Fey Job title, Company (702) 375-3178