**Darren Ramclam**

**(Local to Las Vegas, NV and Available for in person interview /phone interview)**

**Telephone Cell: 323-905-4018**

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**Objective**

Seeking to expand and advance in a position where I can utilize my skills to the best of my ability as a Computer/Cellphone Technician.

**Certificate**

* 2020 - MSHA Training Elko
* 2010 - ATI Career Training Center - MCP, A+ and CCNA.
* 2003-2005 - Center for Employment Training
* Certificate - Computer Information and Repairs
* 2001- 2002 - National Computer Systems - A+ Certification.

**Education**

* ATI Career Training Center Ft. Lauderdale, FL Major – Network Administration. 2013
* High School Diploma, St Michael’s College ACC, Belize City 1997 – 2001.

**Experience**

**Nevada Gold Mines/HR Advantages**

**IT Support - Service Desk/Field Services**

 Serving as the first point of contact for customers seeking technical assistance over the phone or email

 Performing remote troubleshooting through diagnostic techniques and pertinent questions

 Determining the best solution based on the issue and details provided by customers

 Walk the customer through the problem-solving process

 Direct unresolved issues to the next level of support personnel

 Provide accurate information on IT products or services

 Record events and problems and their resolution in logs

 Follow-up and update customer status and information

 Pass on any feedback or suggestions by customers to the appropriate internal team

 Identify and suggest possible improvements on procedures

 Provide service and customer support during field visits or dispatches

 Tie workflow to schedule

 Manage all on site installation, repair, maintenance and test tasks

 Diagnose errors or technical problems and determine proper solutions

 Produce timely and detailed service reports

 Document processes

 Operate vehicle in a safely manner and use field automation systems

 Follow all company’s filed procedures and protocols

 Cooperate with technical team and share information across the organization

 Comprehend customer requirements and make appropriate recommendations/briefings

 Build positive relationships with customers

**TekSystems/MGM Resorts International/Boyd Gaming Corporation**

**01/2018 – 02/2020**

**Field Tech Services**

* Install company’s OS image on Laptops and Desktops
* Add/Remove computers to Domain, Admin groups and push applications to computers via SFT in Active Directory
* Supported 1500+ Users daily with Microsoft 365 Applications, Kronos, Cognos, SQL Server, common Casino apps
* Communicate with End-users via email, phone and Skype/Communicator
* Reported and Logged 7 hours of work time through a ticketing system.
* Detect problems, troubleshoot and repair/replace personal computer components – main board, RAM, power supply.
* Detect and resolve common printer/monitor issues
* Map Department drives on Client’s computers
* Maintain inventory
* Transfer and backup files over network or external drives.
* Troubleshoot client-side connectivity issues
* Strong research and problem-solving capabilities

**Barrick Gold Mine, Goldstrike Nevada 08/2017 – 01/2018**

**IT Support/Desktop Imaging Deployment Technician**

* Install company’s OS image on Laptops and Desktops
* Detect problems, troubleshoot and repair/replace personal computer components
* Detect and resolve common printer issues
* Map Networking drives on Client’s computers
* Maintain inventory
* Transfer files over network.
* Troubleshoot client-side connectivity issues
* Strong research and problem-solving capabilities
* Underground Technical support
* Travelling from one site to another on a weekly basis
* Help manage and supervise Pc imaging Team

**Platinum Peak Technology, Los Angeles 11/2015 – 7/2017**

**Field Technician**

* Install, configure and maintain personal computer components
* Detect problems, troubleshoot and repair/replace personal computer components
* Detect and resolve common printer issues
* iPhone/Android Troubleshooting, Main board and LED replacement
* Install and configure a small office home office network
* Troubleshoot client-side connectivity issues
* Strong research and problem-solving capabilities
* Install wallboards, Tablets using wall mounts/sheet rock fixtures.
* Rebuild and configure Media Players/Servers

**Dee’s technical Solutions, Belize 12/2013 – 10/2015**

**Computer Technician**

* Determine user technical needs and provide them with appropriate solutions
* Install hardware, software and device drivers on standalone computers
* Install and configure computer networks including LAN and WAN
* Manage network configurations to ensure that all computers on a network can communicate effectively
* Test computers peripherals, hardware and software to ensure that they are working appropriately
* Upgrade software, patches and operating systems on a continuous basis
* Install and configure monitors, keyboards and printers
* Troubleshoot hardware and software problems
* Act as a technical resource in order to assist users with resolving computer issues
* Answer tickets and emails pertaining to users’ computer problems
* Ensure that all computers are secured effectively by installing and updating antivirus
* Set up and organize IPs appropriately
* Train users on new software
* Analyze network problems and manage preventative maintenance procedures
* Explain the role of network applications and equipment to the end users
* Video and Alarm Monitoring and installation.
* Maintain documentation of technical maintenance procedures carried out.

**Dell Premium Technical Support/YTT, Tampa, FL 07/2008- 08/2011**

* Hardware and Software installation and upgrades.
* System Diagnostic – Hardware and Software as well as OS
* Troubleshooting.
* Advanced Networking Analysis.

**Audio/Music Technician, Los Angeles, CA 09/2005- 06/2008**

* Monitored audio signals to detect quality deviations or malfunctions.
* Built and installed sound systems.
* Determined certain sound requirements.

**CDBEST Medical Supplies, Los Angeles, CA 07/2002-08/2005**

**Computer Technician.**

* Responded to user request for assistance in utilizing personal computer hardware and software skills.
* Installed and tested Internet software to work effectively.
* Operated, serviced and monitored computers, printers, and other Devices.
* Updated software and equipment.

**National Computer Systems and Repair, Belize City 04/2001 - 06/ 2002**

**Computer Technician**.

* Installed, Configured, and Upgraded operating systems and software using business and administrative packages.
* Installed, Assembled, and Configured computers, monitors, printers, scanners and related hardware.
* Troubleshooting problems with computers including hardware and software.
* Repaired any electronic devices such as hand held/cell phones, games, meters, Pro electronic music instruments, TV, radio, etc.

**Qualification**

* Knowledge and skills in a variety of hardware and software.
* Network Analyst.
* Made maintained and fixed computer systems to enhance speed, efficiency and reliability of operation.
* Able to repair, install, upgrade and maintain desktop and notebook computers as well as printers and scanners.
* Excellent customer service skills.