Kameron Kaiser

E-Mail: KKaiser79@gmail.com

Phone:702-401-8868

**Computer Repair Technician**

**Professional Experience**

Qualified to install, troubleshoot, and repair a wide variety of electronic systems. Typical duties include locating the source of a computer, hardware, network and/or software errors using a variety of diagnostic tools, software and personal experience. Once the source of the problem was located the faulty component or software would be replaced or repaired.

* April 2017 – August 2020  **VIP Support Specialist (Caesar’s Entertainment)**

Provided all technology support to the top 250 employees (VP and above) as well as the Board of Directors at Caesars Entertainment. Worked as the main point of contact for all video conference system. Operated the "Fix it Lounge" within Caesars Corporate offices.

Duties include:

* Support, maintain and repair all electronic device (computers, phones, etc.) used by the Executives.
* Introduced new technologies that streamlined efficiency in the company
* Worked directly with our video conferencing vendor to resolve outages
* Created and maintained the "Fix it Lounge" that allowed all other end users to get immediate IT assistance when I wasn't assisting the Executives.
* March 2013 – April 2017  **Market Engineer I (Caesar’s Entertainment)**

Employed as an onsite computer support technician supporting multiple Caesar’s Entertainment Hotel’s in Las Vegas, NV. I was responsible for the repair and maintenance of employee and customer facing computer systems throughout Caesars owned casino. These systems included desktops, laptops, servers, peripherals, proprietary company software, player tracking kiosks, sports betting equipment, POS systems and more.

Duties include:

* Received trouble tickets through automated computer system.
* Called clients and attempted to resolve problems through phone support, remote computer support, or through e-mail instructions.
* Interacted with clients directly to resolve the problem if necessary.
* Assisted other Desktop Support Technicians from different cities with difficult problems.
* Added undocumented fixes into a Technical knowledge database with easy to replicate step by step easy instructions.
* Responsible for maintaining detailed service records, logs and inventory levels.
* April 2012 – March 2013 **I.T. Property Support Technician (Robert Half Technology/Station Casinos)**

Employed as a computer support technician at Texas Station Casino in Las Vegas, NV. Here I was responsible for the repair and maintenance of all employee and customer facing computer systems in the casino. These systems included desktops, laptops, servers, peripherals, proprietary company software, player tracking kiosks, sports betting equipment, POS systems and more.

Duties include:

* Received trouble tickets through automated computer system.
* Called clients and attempted to resolve problems through phone support, remote computer support, or through e-mail instructions.
* Interacted with clients directly to resolve the problem if necessary.
* Assisted other Desktop Support Technicians from different cities with difficult problems.
* Added undocumented fixes into a Technical knowledge database with easy to replicate step by step easy instructions.
* Responsible for maintaining detailed service records, logs and inventory levels.
* February 2009 – August 2011 **I.T. Support Technician (Verizon Wireless)**

Employed as an I.T. support technician where I was responsible for the repair and maintenance of all computer systems at Verizon Wireless Retail stores in Las Vegas, NV.

Duties include:

* Received trouble tickets through automated computer system.
* Called clients and attempted to resolve problems through phone support, remote computer support, or through e-mail instructions.
* Interacted with clients directly to resolve the problem if necessary.
* Assisted other Desktop Support Technicians from different cities with difficult problems.
* Added undocumented fixes into a Technical knowledge database with easy to replicate step by step easy instructions.
* Responsible for maintaining detailed service records, logs and inventory levels.
* Provided onsite support utilizing a company vehicle for transportation between store locations.

* February 2003 – December 2008 **Desktop/Notebook Lead Technician (Las Vegas, NV)**

Employed in a high volume service shop as the lead technician where I was responsible for repairing all models of PC/MAC desktop and notebook computers in shop and at customer’s homes/business.

Duties included troubleshooting both hardware failures (down to the component level) and software errors, repairing any damage found and reinstalling all appropriate software.

* Aug 2001 - July 2002 **Desktop/Notebook Technician (SONY, San Diego, CA)**

Analyzed and repaired Desktop/Notebook failures, system level troubleshooting, and subassembly parts exchange. Conducted tests and operational checks on all repaired units. Documented & reported repair activities & findings with the section lead and/or supervisor.

* Nov 2000 - Aug 2001 **Computer Repair Section Head (United States Marine Corps)**

Managed a 20-man computer repair section. Assigned all tasks to be completed and gave monthly counseling’s on work performance. Produced reports on status of work section for superiors on a weekly basis. Conducted daily assessments on job statuses, and corrected any problems that might have occurred. Reconciled with various computer companies on parts orders, warranty information, and shipping dates.

* May 1999 - Nov 2000 **Lead Computer Technician (United States Marine Corps)**

For 13-man work section responsible for personal computer installation and repair. Performed Quality Control for all work completed. Conducted weekly training to improve subordinates work performance. Assigned job statuses and work priority, while reporting changes in daily progress reports.

* Nov 1997 - May 1999 **Computer** **Technician (United States Marine Corps)**

In an 8 to 10 man section responsible for the repair and up keep of 10,000+ computers and peripherals. Conducted daily component level repair. Inspected and installed software for over 2000 new computer sets needed to replace aging systems.

**Education**

* Basic Electronics School MCCES, 29 Palms CA.
* Microcomputer Repair Course MCCES, 29 Palms CA.
* Fundamentals of Digital Logic Marine Corps Institute.
* High School Graduate San Diego, CA 1997