**Matthew McKinney**

4801 E. Sahara Ave ♦ Las Vegas, NV 89104

(702) 303-7518

Manofgod1223@yahoo.com

***Technical Expertise***

IBM and Dell Certified, MSDOS, Windows: 9X, NT, 2000, XP, Vista,Windows 10,7

***Professional Experience***

***TerribleHerbst IT DEPT September 2020 to Current***

• Performs routine preventive maintenance to ensure that equipment continues to run to manufacturer’s specifications and the physical condition and Image of the store does not deteriorate.

• Dismantles equipment to gain access to and remove defective parts.

• Assists in the installation of equipment resulting from special projects as assigned.

• Inspect, operate and test equipment in order to diagnose machine malfunctions.

• Maintain parts and supplies needed for job completion and accounts for appropriate levels.

* To set up and manage user accounts and permissions to consent access to a network.
* Upholding and testing security, blocking unapproved access.
* Chalk out maintenance plan for the prevention of unexpected failures.
* Setting up the Organization’s computer system to meet specific business goals.
* Monitoring day to day computer performance.
* Update and maintain the computer inventory and equipment.
* Maintain and resolve issues on LAN/WAN, VoIP telephone, biometric, AV systems connections.
* Ensure desktop computers interconnection seamlessly with diverse system keeping in mind for compatibility factors.
* Coordinate with vendors to resolve technical problems with desktop computing equipment and software.
* Endorse and apply upgrades to systems to ensure durability.
* Assess functional needs to regulate system purchase specifications.
* Resolve hardware and network connectivity issues.
* Validate & approve VPN access for all remote users.
* Assist in technical upgrading and maintaining of entire desktop systems.
* Support in testing and deployment of new applications and systems.
* Train and guide staff hardware and software usage.

. ***Anthem Blue Cross Blue Shield August 2019 to 4/2020***

Network Repair of Switches and hub and routers Program of Avaya phone and software. Maintain Work@home user remotely maintain all user at Corporate Head Quarters. Use of Dars imaging process and Sccmapplication’s for user with refresh Pc’s. Hardware maintenance on printers, imaging new desktops and printers, desktop and printer networking of switches, hubs, and routers; network troubleshooting of VLANS and use of active directory, and virus installation

***(Manpower Staffing)-Southpoint Casino (USBC)01/2019 to August2019***

PC Desktop Support

* Performed hardware maintenance on printers, imaged new desktops and printers, desktop and printer networking of switches, hubs, and routers; network troubleshooting of VLANS.
* Performed Windows 10 migration from Windows 7.

• Hardware maintenance on printers

• Installation, and service computer systems; Installation and troubleshooting of various hardware and peripherals such as; NIC cards, Hardware maintenance on printers, imaging new desktops and printers, desktop and printer networking of switches, hubs, and routers; network troubleshooting of VLANS Image desktop computers, Installed Cisco racks. Troubleshooting of POS systems and PC’s.

Link Technologies – Las Vegas, NV 07/2018 – 02/2019

PC Desktop Support

* Performed hardware maintenance on printers, imaged new desktops and printers, desktop and printer networking of switches, hubs, and routers; network troubleshooting of VLANS.
* Performed Windows 10 migration from Windows 7.
* Repaired Raid printers for workstations and servers.
* Imaged desktop computers answered phones.

Remotely connected into employee machines and helped resolve issues

Installed Point of sale system

**Fujitsu America Phoenix AZ, August 2017 to May 2018**

Performed manufacturing, installation, and service computer systems; Installation and troubleshooting of various hardware and peripherals such as; NIC cards, Hardware maintenance on printers, imaging new desktops and printers, desktop and printer networking of switches, hubs, and routers; network troubleshooting of VLANS Image desktop computers, Installed Cisco racks. Troubleshooting of POS systems and PC’s.

Serviced and installed POS With Smith’s, Ross Victoria Secret’s

***Edge Communications, Plano, TX 75245 August 2016 to January 2017***

Network Repair of Switches and hub and routers Program of Avaya phone and software. Maintain Work@home user remotely maintain all user at Corporate Head Quarters. Use of Dars imaging process and Sccmapplication’s for user with refresh Pc’s. Hardware maintenance on printers, imaging new desktops and printers, desktop and printer networking of switches, hubs, and routers; network troubleshooting of VLANS and use of active directory, and virus installation

**Levi Strauss& Company, Henderson, NV December 2013 to Jan 2015**

**Desktop Support Tech III**

**Duties:** Hardware maintenance on printers, imaging new desktops and printers, desktop and printer networking of switches, hubs, and routers; network troubleshooting of VLANS and use of Red Prairie and SQL scripts, and virus installation of server-based systems. Windows 7 Migration from Windows Xp. Repair of raid Printers for workstations and servers.

. ***Anthem Blue Cross Blue Shield August 2015 to January 2016***

Network Repair of Switches and hub and routers Program of Avaya phone and software. Maintain Work@home user remotely maintain all user at Corporate Head Quarters. Use of Dars imaging process and Sccmapplication’s for user with refresh Pc’s. Hardware maintenance on printers, imaging new desktops and printers, desktop and printer networking of switches, hubs, and routers; network troubleshooting of VLANS and use of active directory, and virus installation

**NV Energy Corporate Office, Las Vegas, NVMay 2013 to October 2013**

**Helpdesk Tech**

**Duties:** Image desktop computers, answer phones, remote into employee machines and help resolve issues

**Caesars Corporate Office, Las Vegas, NV (contract) January 2012 to Dec 2012**

**Desktop Support Tech**

**Duties:** Installed images on company systems, remote desktop installation of employee’s PCs, use of various company software like Hyperion Essbase, Altiris, Archons imaging software; PC refresh of company systems,

Creation of new images for new systems, setups f or new employees, use of active directory, I Series Ticketmaster

**Diamond Resorts International, Las Vegas, NV October 2010-January 2012**

**Field Tech**

**Duties:** Installed Cisco racks, and switches, Remote desktop installation and repair of employees' software; Performed manufacturing, installation, and service computer systems; Installation and troubleshooting of various hardware and peripherals such as; NIC cards, TV tuner; Install cards, serial port cards, wireless NIC cards, modems, USB expansion cards, light pens, credit card type readers, lotto card readers, IR interfaces, receipt printers, and laser printers; Performed field tasks such as remote computer administering using PC anywhere and VNC. CAT5 cabling and testing; Installing operating systems by using hard drive cloning devices and drive imaging software such as Norton Ghost; Setup multiple desktop systems out of box and assisted in loading an OS image over the network using Norton Ghost; Extensive Audio and Video experience with projectors, microphones, wireless microphones, Avaya phone systems; Active Directory Experience, Adding multiple computers by Users and Groups by Power Users

**Wynn/Encore Las Vegas, Las Vegas, NV September 2008 – August 2010**

**Contracted Desktop Support Technician**

**Duties:** Installed slot machine and gaming servers; Installed and configured ATM machines, and Mentronics software and hardware; Installed Eagle Eye Printers; Installed Cisco racks, and switches; Assembled, installed, and configured cash registers; Troubleshoot print servers, Delphi software, Opera Software, and Red Eye Software; Supervised 15-20 PC technicians; Remote desktop installation and repair of employees' software; Created training environment for new Encore employees.

**IBM Contracted, Las Vegas, NV February 2008 – September 2008**

**Field Service Technician**

**Duties:** Performing installations and service of cash registers, printers and servers; DE installation of cash registers, printers and servers; Using proprietary software to calibrate such equipment; Wiring of high voltage and low voltage regulating systems; Electronic repair to the component level, using digital multi-meters; Installation of Cat5 Cable and other Network Cables; Performing quality control in the production area and in the field.

**Dell Contracted, Las Vegas, NV February 2008 – September 2008**

**Field Service Technician**

**Duties:** Performing manufacturing, installation, and service computer systems; Building of Windows based PC’s into desktop and compact desktop cases; Configuring multiple machines at once, this involved loading Windows 98, 2000, 2000 Server, XP Pro and Vista, many of which run kiosk type programming for end user operation; Installed operating systems by using hard drive cloning devices and drive imaging software such as Norton Ghost; Installation and troubleshooting of various hardware and peripherals such as; NIC cards, TV tuner cards, serial port cards, wireless NIC cards, modems, USB expansion cards, light pens, credit card type readers, lotto card readers, IR interfaces, receipt printers, and laser printers; Installed hardware device drivers on a DOS or command line level; Performed field tasks such as remote computer administering using PC anywhere and VNC. Cat5 cabling and testing; Serviced the wireless gaming units by replacing interchangeable components; Performed maintenance on office computers troubleshooting problems i.e. printer malfunctions, network problems.

**CompUSA, Las Vegas, NV May 2007 - January 2008**

**Contract PC Technician**

**Duties:** Provided on-call long term PC tech support; Assisted in converting a token-ring network to an Ethernet network in a 20-node office environment; Setup multiple desktop systems out of box and assisted in loading an OS image over the network using Norton Ghost.

***Certifications***

A+ Certified

Cisco Certified, CCNA

Ged Certificate