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**Summary of Experience:**

* 20 years professional IT experience through informal self-teaching of standards in the IT field

learning Microsoft Operating Systems to include Microsoft Server and more recently Ubuntu

Linux administration and scripting.

**Skills:**

* Experience in Active Directory and Group Policy implementation for Windows Server 2003, 2008 and 2012 R2.
* Server, desktop and laptop hardware assembly, maintenance, diagnostics and repair.
* Computer hardware assembly, maintenance and repair for laptops, desktops and servers.
* Office productivity application installation and management to include Microsoft Office and Adobe products.
* Remote administration of servers and workstations using Comodo, Teamviewer and other software.
* Linux Desktop administration.
* Onsite server deployment with rack servers and Blade servers.
* Knowledge of TCP/IP and related services – DHCP/DNS
* Network design, troubleshooting & maintenance.
* Printer/scanner installation and server configuration.
* Experience with Dell Sonicwall NSA 2650.
* Experience with VOIP management using Fortivoice.
* **CAT5/CAT6 crimping & installation, diagnostics & repair experience.**
* Experience with Micros HMS 9700.
* Experience with Sage accounting.
* Experience with Kronos.
* Experience with Aristocrat Oasis.

**Assets:**

* Creative problem solver.
* Strong analytical skills.
* Strong verbal and written skills.
* Excellent ticket notes
* Fast learner, adaptable and responsive to critical issues.

**Employment History**

August 2021 = February 2022

**Aristocrat Gaming**

North Las Vegas, Nevada 89135

(800) 482-3723

**CXS Service Specialist II**

* Remotely connect with customer servers and computers to assist in installation and troubleshooting of software.

June 2018 – August 2021

**Poker Palace Casino**

North Las Vegas, Nevada 89030

(702) 649-3799

**IT Manager**

* Management of all technical assets on property.
* Management of Windows Active Directory accounts ad Group Policy Objects.
* Deploy both virtual and physical Windows Servers (2003, 2008 and 2012) when necessary.
* Replaced out-of-cycle switches, computers, monitors and other computer peripherals.
* Monitoring and upgrade/replacement of computer/server memory.
* Management of Aristocrat Oasis user and player accounts as well as bonus events.
* Management of Micros HMS 9700 user accounts and database server.
* Manage Sage accounts and database server.
* Manage Kronos accounts and server.
* Manage VMWare Hypervisor VM Servers.
* Provided VPN remote solution with Dell SonicWall.
* Update marketing material for website and in-house gaming servers.

**Projects:**

* Coordinated with Aristocrat professionals for the Oasis 360 property-wide upgrade which included Domain Server replacement and core switch installation.
* Coordinated with Atrient professionals for the Kiosk installation and digital media upgrade which included server deployments and wifi networking upgrade.
* Installed and manage VOIP System upgrade from SIP System which included upgrading and replacing out-dated switches.
* Windows 10 upgrade of remaining Windows 7 computers.
* Implemented RMM help desk solution for server management and customer support which increased productivity by decreasing down-time.

May 2013 – December 2018

**CTech Solutions**

Las Vegas, Nevada 89120

(702) 417-8089

**Field Technician**

* Replacement of computer monitors during upgrades and equipment failure.
* Monitoring and upgrade/replacement of computer/server memory.
* Responsible for deployment of customer workstations and servers.
* First responder to emergency recovery and/or troubleshooting.
* Develop training materials for client.
* Responsible for managing hardware RMA tickets.
* Assist in hardware inventory management.
* Assist in Linux and Windows scripting for desktop and server application.
* Provided technical support on-site and remotely for over 500 users.

February 2018 – April 2018

**LV Med IT**

Las Vegas, Nevada 89107

(702) 553-3200

**System Engineer**

* Manage Windows Server 2003, 2008 & 2012 AD & GPO
* Deploy customer workstation and servers.
* Manage firewall using Watchguard products.
* Install VOIP hardware and maintain user accounts through Fortinet web UI.
* Manage Exchange accounts through Microsoft Office 365.
* Provided technical support on-site and remotely for 50+ companies.
* Research and troubleshoot medical and engineering software and hardware issues.

July 2017 – November 2017

**United Electrical Services, Inc.**

Minden, NV 89423

Phone: (775) 782-4303

**Helpdesk/Systems Administrator**

* Maintenance of Windows Server 2008.
* Manage Microsoft Exchange server integrated with Gmail.
* Administer domain logins and policies using Windows Active Directory.
* Maintain network stability and security through policy implementation, patching and firewall configuration.
* Troubleshoot and repair/replace hardware as necessary.
* Use remote access for troubleshooting and maintenance.

May 2013 – April 2014

**All Lit Up Electric, Inc.**

Las Vegas, NV 89103

(702) 240-4723

**Helpdesk Administrator**

* Research software for use in drafting and office productivity.
* Domain conversion: Implemented Active Directory and Group Policy on workgroup.
* Monitor network assets using Spiceworks.
* Deployment and configuration of antivirus and end-point security.
* Implement & maintain backup system.
* Use Microsoft & third-party remote access software for troubleshooting & maintenance of servers.
* Provide Technical Assistance to end users when necessary.

January 2013 – May 2013

**DMA Financial, Inc.**

Henderson, NV 89014

(702) 737-2940

**Junior Helpdesk Administrator**

* Worked with supervisor using Spiceworks Ticketing system in order to resolve or elevate technical situations.
* Hardware and software maintenance of over 150 workstations and 30 servers.
* Troubleshoot/diagnose/resolve problems for workstations and network devices.
* Push Group or User policy through Active Directory or personalized startup scripting.
* Maintenance of onsite servers and colo rack.
* Manage domain and website accounts.
* Manage inventory of computers and equipment.

March 2001 – December 2012

**Pacific Island Engineers, Inc.**

Tamuning, Gu 96913

(671) 646-7431

**Systems/Helpdesk Administrator**

* Maintain/upgrade workstations and printers when necessary
* Document network infrastructure through Spiceworks and manual verification.
* Track purchases and rma.
* Track plotter maintenance schedule.
* Check & verify regular security updates.
* Maintain backup schedule of work files.

June 1996 – March 2001

**New Tropic Industries**

Tamuning, Gu 96913

(671) 646-1982

**Co-owner/Operations Manager**

* Hardware and software purchasing/vendor coordination.
* Setup and configure workstations, server and network for customer job sites.
* Troubleshoot and manage customer’s computer, network and printer problems.
* Oversee and manage computer deployments according to schedule and budget.
* Train technicians on emerging technical standards.
* Streamline operations by researching and developing new deployment techniques.
* Use imaging software for backup and deployment purposes.
* Manage network and computer systems in office.