Christopher Alexander itworld94@outlook.com 702-758-0175

Performance driven, self-direct and well versed in customer support service, data entry and problem solving. I'm a hard worker and able to adapt to any environment. My strong attention to detail and time management skills help me stay on top of projects to meet any deadline.

**Work Experience**

**Customer Service Rep**

ChowNow Inc

March 2021 to June 2021

I helped restaurant owners with setting up there website so customers could order food from them. also helped restaurant owners with the look and what was on there online menu

**Customer Service Rep**

C3 Connection

March 2020 to February 2021

Answer phones for customer that was having issue with there eero devices walk customer through on how to setup device and answer any question about device.

**IT SUPPORT TECHNICAN**

JCM GLOBAL

October 2017 to September 2019

Repairing Bill Acceptors using Gen 5 printers to print promotion tickets configured server using promonet 2.0 incorporating the latest digital display technology for single screen to large scale video wall solutions.

**SENIOR SUPPORT ANALYST**

EFFORTLESS OFFICE

March 2016 to September 2017

Vsphere Web Client, Powershell, Vmware Design, Installation and Administration, Document & evaluate existing processes with a view to improving efficiency. Skills to deal with difficult and demanding clients. Providing support for sixty companies and over 5000 end user. Active Directory, Microsoft Management Console, Control and

Monitoring Vmware desktops remotely Including printer, servers, scanners, emails, as well as shoretel

phone systems.

**ITMIS TECHNICIAN**

COMPUCOM SYSTEMS, INC - Dallas, TX

June 2014 to February 2015

Configure and install VoIP Phones, Install Cisco 3750 48 port PoE switch into Server Cabinet, Install and

Mount all VoIP phones, Update software, Tone Cat 3 and Cat 5 Panel lines Install Amplifier, Install Music on Hold, Install Paging System, and Install Drive Thru Intercom for Walgreen's stores

**MIS NETWORK ADMINISTRATOR**

JERRY'S NUGGET CASINO - Las Vegas, NV

November 2013 to January 2014

Responsibilities to configure install and administer network infrastructure and telecommunications

Systems that support staff of 100 personnel. Fulfilled administrative responsibilities including the

addition changes to user desktop, emails, and accounts including active directory, sql server 2008

virtual servers using VMware workstations, Microsoft exchange mail server and groupware applications,

system center configuration manager which is also used in active directory.

**Education**

**A.A.S. in Computer Network Systems / B.S. Project Management Administration** ITT TECHNICAL INSTITUTE - Las Vegas, NV September 2011 to September 2013 October 2013 to December 2015

**Additional Information**

\* Microsoft Office, Windows 7 Pro/8 /8.1/ 10 Microsoft Server 2003-2008-2016 r2

\* Verbal and written communication skills, Active Directory, Excel, Project Quality Management

\* Clerical filing, document prep, scanning, uploading, printing SQL server

\* Organization and Multi-tasking abilities, Linux, VoIP, Risk Management

\* WAN, LAN, TCP/IP, WINS, DNS, DHCP, POP3, SMTP, FTP, VPN, IGRP, TFTP