**Alfredo Calderon**

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## SUMMARY:

I am a well-rounded **IT Support Specialist** with over 7+ years of hands-on experience providing PC, Network and Systems Server support, as well as managing system migrations and deployments. Strong experience with internal Network Administration, including installation, configuration and maintenance, as well as being skilled in Active Directory (AD), Windows and MS Application support, and other IT products and services. I earned an associate degree in Information Systems & Security and also graduated from WGU and received a B.S. in I.T. emphasis in security. On my career path, I successfully completed several certification programs including MCP (Microsoft Certified Professional), CCNA, and numerous CompTIA certifications.

Also, I am Bi-Lingual (English/Spanish) and posses excellent verbal and written communication skills; making me a solid producer in a complex fast-paced service desk environment. Currently, I am available for a phone interview at your earliest convenience or if preferred, I am located in Las Vegas, and ready to work. I believe I make for a great candidate and can be a huge asset for the company.

**COMPETENCIES:**

* Excellent people skills & telephone manners
* Ability to concisely describe or summarize a problem and steps taken to diagnose and resolve it, in writing
* Ability to deal with a diverse population
* Willingness and ability to learn new skills and use new types of information
* Responsibility and reliability
* Ability to remain calm, and perform under pressure
* Discretion and good sense in dealing with clients
* Willingness to see a problem through to its resolution
* Bilingual English & Spanish /Read, Write, Speak

**TECHNICAL SKILLS:**

• Windows XP/7/8.1/10 • Active Directory

• Servers 2012r2/2008r2/2003 • IT Systems Integration

• Hyper-V Virtualization • ShoreTel VOIP Phones

• Profile Unity • Palo Alto Firewall

• LAN/WAN technologies • Cabling (Network Drops)

• Configuring & troubleshooting networks • Cisco Routers & Switches

**EDUCATION:**

Graduate | Western Governors University | Online University

**Information Technology Security - BS of Science – October 2017**

Graduate | Western Technical College | El Paso, TX

**Information Systems & Security – Associates of Applied Science – July 2015**

Graduate | International Business College | El Paso, TX

**Computer Support Specialist – Certificate – February 2011**

**CERTIFICATIONS:**

* CompTIA A + Certified CE
* CompTIA Network+ Certified CE
* CompTIA Security+ Certified CE
* MCP (Microsoft Certified Professional) Microsoft Server 2012r2: 70-410 & 70-411
* CCNA Routing & Switching
* CCNA Security

**PROFESSIONAL EXPERIENCE:**

**Wynn Resorts**

**IT Ops October 2019 – Present**

As a Help Desk Representative, provided 1st level system phone and email support to business users, assisting them with PCs, peripheral equipment, mobile devices and system software issues. As a Help Desk technician, I was expected to by to be a knowledgeable IT support technician who could solve basic to moderate IT issues without additional assistance from other team members while also providing a high level of customer service at all times.

Job Responsibilities:

* Provided 1st level support to the business users, by analyzing and resolving IT problems via phone and email.
* Support/troubleshooting of moderately difficult hardware, software, network, mobile device, remote user and phone related issues within a large enterprise environment.
* 1st level identification and escalation of Major Incidents using the approved IT process.
* Documented all work performed through a ticket tracking system and effectively track and route incidents to the appropriate teams within IT
* Assisted in creating knowledgebase articles, checklists, FAQs and End User training.
* Work closely with other support teams including desktop support, NOC, application support, project managers and engineers to resolve technical issues.
* Stayed current with system information, changes and updates.
* Followed all standard Helpdesk policies and procedures.
* Other Supervisor-assigned duties

**TekSystems June 2019 – October 2019**

**IT Operations**

* Provide 1st level support to the business users, by analyzing and resolving IT problems via phone and email
* Support/troubleshooting of moderate/difficult hardware, software, network, mobile device, remote user and phone related issues within a large enterprise environment
* 1st level identification and escalation of Major incients using the approved IT process
* Document work performed through a ticket tracking system and effectively track and route incidents to the appropriate teams within IT
* Assist in creating knowledgebase articles, checklists, FAQ’s and End User training
* Work Closely with other support teams including desktop support, NOC, application support, project managers and engineers to resolve technical issues

**TechUsa**

**IT Field Technician April 2019 – June 2019**

* 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
* Cooperate with technical team and share information across the organization
* Follow company procedure and protocols
* Install Cisco Routers, BBU’s and other network equipment

**The Vitamin Shoppe Nov 2017 – Dec 2018**

**End User Computing (EUC)**

* Working with Active Directory creating and removing accounts. (Network & Email)
* Troubleshooting equipment in the warehouse i.e. RF Devices, QLn420 network printers, Cubiscan, Printronix, HP & Lexmark printers
* Running network cable along the ceiling of the warehouse to setup new stations across the warehouse
* Remotely working with System Administrators and Network Administrator to assist in special projects
* Installation of software and configuration
* Imaging laptops and desktops. Configuring them after being imaged depending on the persons job role
* Working with companies to complete RMA’s for devices under warranty
* Working with AD – creating accounts and adding them to correct groups and Exchange server 2010
* Worked with HEAT ticketing system

**Open Hearts Wellness Center June 2017 – Sept 2017**

**IT Support Specialist**

* Maintaining the network, setting up a VPN
* Administrating 2012 Servers
* IT Support help desk
* Working multiple sites between Phoenix and Tempe to assist in the installation of a new network room

**MIRATEK Corporation (Housing Authority of the City of El Paso) August 2015 – May 2017**

***Network Technician***

* Installing, maintaining and troubleshooting Local Area Networks, Wide Area Networks and data communications equipment
* Analyze and fix network-related problems reported by users
* Manage multiple projects/priorities simultaneously
* Act as first responder to infrastructure trouble-tickets including: LAN switching, wireless networking, cabling, PC and server issues
* Perform routine troubleshooting, installation and maintenance on switches, routers, servers, wireless equipment, PCs, servers and UPS’s
* Maintain enterprise monitoring software with all device addresses and receive/respond to alerts accordingly
* Assist with documenting configurations and maintaining enterprise repository of systems documentation
* Installing network equipment at sites (Cisco router & switch, ShoreTel switch, cable runs and patching cables to Panduit)
* Networking monitoring (Nagios NA, Nagios XI, Palo Alto Firewall, Brocade Network advisor)

**Las Palmas Medical Center June 2015 – July 2015**

***Network Support | Helpdesk | Internship***

* Responsible for the design, implementation, customization and support of robust, secure and scalable telecom and network
* Supported existing Cisco-based routing, switching environment
* Secured network system by establishing and enforcing policies, and defining and monitoring access
* Moved management port to VLAN’s
* Replaced and assisted in configuring new access switches
* Provided support for all Information Technology products and services. Support included answering questions, troubleshooting problems, teaching or instructing users regarding software or hardware functionality, and communicating policy. Additionally, it involved troubleshooting printer issues
* Determined the most effective manner to resolve user’s issues by doing research and in-depth troubleshooting