Ricky Emery

Las Vegas, NV 89119

**Technical Expertise:**

* Microsoft Exchange 2003/2008R2 Server
* Microsoft Windows 2003/2016 Server
* Microsoft Active Directory 2003/2016 Server
* Microsoft Windows XP/7/10

**Certifications and Education:**

* AA in Electronics Theory from EDI
* CompTIA A+
* CompTIA N+
* Completed CCNA course through CSN
* OSHA 10

**Knowledge of:**

* Computer practices, procedures, documentation and causes user downtime
* Network and basic hand tools
* PC/LAN equipment
* TCP/IP, DNS, DHCP, VPN, Proxy, Certificates, Switches, Routers
* Ticketing systems Assyst, Remedy, Heat, Trackit, ServiceNow
* Incident and Request follow up
* Dameware, Remote Utilities, Bomgar, RDP, VNC
* Outlook admin console
* Create, configure, and grant permissions in AD
* iPhone and android management
* Skype and MS Teams
* MDT, SCCM, Atiris, and CA IT Client Mgr, Lansweeper
* VMware server

**Abilities:**

* Soft Skills using a combination of sympathy, empathy, patience, and courtesy
* Communicate effectively in telephone, oral, and written form
* Ensure user needs are met in a timely and satisfactory manner
* Determine origin and repair of PC, network, peripheral, and software malfunctions
* Install, configure, and network computer equipment
* Map network dives
* Access network managed switches to re-enable ports, and change VLANS
* Communicate and escalate more complex issues to higher Tier levels
* Coordinate with vendors regarding scheduling of upgrade, and or installs
* Install or assist with installs pertaining to network appliances in server racks (rack and stack)
* Install or assist with network peripherals
* Terminating CAT5 & 6 in either Mod tips or punch down blocks
* Use basic hand and power tools

**Professional Experience:**

**IT Contractor** Apr 2017 – Present

**Duties:**

Working on various contracts fulfilling the IT needs of small to enterprise business from general helpdesk, deskside support, minor admin functions in AD, as well as field technician roles including Windows 10 upgrades and deployments.

**Client List:** **Las Vegas Paving** – Desktop Admin

**Blue Cross Blue Shield** - Global helpdesk and facility support

**Valley Health Systems-** Windows7 to 10 Deployment Tech

**Alorica –** Call center IT Technician

**Manheim Auto Auction**/ Cox communications – IT Field Tech

**Cirque du Soleil** Nov 2007 – Apr 2017

**IT Analyst**

Duties: Along with a team of 5 others, providing support and special projects for our user/staff in upwards of 1400 ranging from simple password resets to network infrastructure upgrades. We use a combination of physical servers and VMware regulate our environment of Windows servers 2003, and 2008r2 for Active Directory, Microsoft Exchange Management Console 2010, SCCM, U-BTech and print servers. Dameware and or Remote Desktop are often used to troubleshoot issues remotely along with both Cisco VPN and Fortinet VPN software to allow our peers to work remotely or locally or globally. Migrated slowly from Office 2010 to Office 365 (limited support from us directly in the cloud). iPhone environment for email until BYOD/CYOD to be implemented. Primarily use Putty portable unless using the Console for Cisco switch access in order to bring ports up or down along with changing VLANs if and when needed.

**Phoenix Staffing** Apr 2007 – Oct 2007

**Help Desk (Contract)**

Duties: Provide day to day support for end users at the Tropicana Hotel and Casino, in a majority windows 2000 Server and workstations along with minor support for AS400 systems. Provided 1st line support for Oki Data and other dot matrix printers for both the casino and food and beverage depts

**CN Tec** Jul 2006 – Oct 2007

**PC/Network Support (Contract)**

Duties: Primary contact for local IT needs here in Las Vegas for BSAI Law office. Following protocol from main office in Denver I supported a group of about 20 using HP sff PC's in a Windows XP environment and a combination of HP printers (1st level of service). Also support for Blackberry phones and RSA Key fobs. I also provided minor setup and support for Nortel VOIP phone systems. I was tasked with finding and scheduling with vendors and contractors for network infrastructure CAT5 cabling and rack mounts for equipment.