**Morzean Weatherspoon, Jr.**

4516 Queen Angel Ct. Phone (702) 350-6201

Las Vegas, NV 89110 dukespoon2003@yahoo.com

**Summary**

Hands-on manager with 28 years progressive technical and work force management experience with information technologies, specializing in internet connectivity. Proven ability to work and lead teams for the integration and deployment of new services and technologies. Very organized, results-oriented individual and excellent communicator both oral and written.

**Areas of Expertise**

|  |  |
| --- | --- |
| * Program Execution | * Work Force Management |
| * Organizational Leadership | * S/W and H/W Development |
| * Program Implementation | * Cost/Technical Proposals |
| * Labor Plans and Staffing * Exceptional Customer Service | * Strategic Planning * Excellent Written and Verbal Communication |

**Technical Expertise**

* Windows Server, Windows Active Directory Services, Windows 9x-Windows 10 operating and configuring, MS Outlook setup and maintenance, VoIP configuration, Minor Printer repair and Application troubleshooting.
* DNS, DHCP, Remote Access Network Protocols, IP Routing and WINS.
* Repairing, Replacing and Configuring Hardware, System upgrades and Reimaging (Ghost, SCCM and Kace).
* Updating and Installing TCP/IP, Group Policies, Anti-Virus Software and Certificate services.

**Professional Experience**

**PC Technician II 2016- 2020**

Boyd gaming, Las vegas, NV

.Provide Tier I and II technical support services for the company’s computer users.

. Install, maintain, and make minor repairs to PCs, printers, and other peripherals.

. Troubleshoot, identify, and resolve hardware, software, and operator problems.

. Assigning work assignments to lower level technicians as they appear in Service Now.

. Manage Projects from start to completion.

. Schedule PTO, lunch breaks, training and work schedules according to company needs and projections

**Migration Team Lead 2015- 2016**

TekSystems, las vegas, NV

**.** Leading team of 3 technicians on the Walmart Distribution Center Migration Project from Windows XP to Windows 7 throughout the Western United States. Assigning work assignments and insuring migrations were done properly, timely and according to distribution work guidelines. Also upgrading applications and testing systems for proper functionality. Coordinating travel and transportation to worksites daily along with lunch schedules while on work assignments.

**Information Systems Technician 2013 - 2015**

Workforce Connections, Las Vegas, NV

* Assisted Workforce Connections and Community Partners with hardware and software support.
* Installed, repaired and maintained computer hardware and peripheral equipment.
* Analyzed and troubleshot network, hardware, software and user requests resulting in customer satisfaction.
* Updated, Configured and troubleshot all computers contained on inventory.

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**Customer Service Representative 2008 – 2010**

*Medco***,** Las Vegas, NV

* Assisted Medco members with managing their prescription treatment programs.
* Provided tech support for customers having difficulties utilizing the company website

**Field Automation Specialist 2005 – 2008**

*DHL*, Las Vegas, NV

* Simplified shipping applications by administering hardware and software support to existing customers.
* Setup systems/networks as well as trained customers on the importing/exporting of files and how to use DHL applications effectively.
* Performed system upgrades and database integrations when required for various databases.
* Assembled and disassembled computer systems.
* Installed, repaired and maintained computer hardware and peripheral equipment.
* Analyzed and troubleshot network, hardware, software and user requests resulting in customer satisfaction.
* Installed and configured the physical components of a network; which increased productivity.
* Administered network connections and system backups.
* Performed internet connectivity troubleshooting and installation.

**Technical Support Professional 2004 – 2005**

*Sitel Corporation*, Las Vegas, NV

* Provided customer service to high-speed data users via inbound calls.
* Assisted customers with set-up of Outlook Express and various Operating Systems to perform properly while using high-speed internet.
* Troubleshot and solved any problems incurred by customers, providing customer satisfaction.

**Help Desk Technician 2003 – 2004**

*Corestaff (UPS Teleservices),* Las Vegas, NV

* Answer user inquiries regarding computer software or hardware operation to resolve problems.
* Observe system functioning to verify correct operations and detect errors.
* Assisted UPS customers with the operation/configuration of UPS shipping software or UPS internet shipping.

**Scheduling Supervisor**

*Moen Inc.,* N. Las Vegas, NV **1999 – 2001**

* Trained shipping/receiving personnel; resulting in increased productivity and inventory accuracy.
* Managed budgeting of inventory; which increased company profits.
* Managed inventory of distribution, shipping/receiving personnel to increase production.
* Managed all material handling operation certifications training; which kept the workforce strong and reduced work-related injuries.

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**Material Facilities Manager 1984 – 2000**

*United States Air Force*

* Managed, supervised and set up training programs in the following areas: shipping/receiving, storage and issue, inventory control, pick-up and delivery (distribution), resource management (customer service), security and hazardous material disposal allowing my team to be voted best Material facility in (TAC) Tactical Air Command 1993-1997.

**EDUCation:**

***A+ Certification***

*Network Systems Administrator Program (MCSA certification training)*

(CEI) Computer Education Institute; Henderson, NV

**AA**

*Logistic Management*

Community College of the Air Force; Maxwell AFB, AL

**Licenses/Certifications:**

A+ Certified 10/2003

A+ Re-Certification 11/2013- current

Certified Avitar Oral Administrator 08/2000

Certified trainer for Clark MHE 06/1999

Nevada Gaming and Non-Gaming License 11/97- current

Windows 7 Configuring 12/2013

***References Upon Request***