**JEROME RAGLIN**

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**PROFESSIONAL SUMMARY**

Extensive experience in a broad range of corporate IT initiatives involving the planning and implementation of IT solutions in direct support of business objectives and day-to-day operations

* IT Cost Reduction Programs, Open Source development, and deployment
* Network and Product Engineering
* Technology Quality Control
* VOIP and SIP (Smart Desk, Nortel, and Polycom)
* Productivity Improvement
* Project Management

**PROFESSIONAL EXPERIENCE**

**November 2018 – Present: Flight Search, Las Vegas, NV**

**Systems and Network Administrator**

* Maintained and configured a 200 end-user network
* Maintaining Datacenter Devices and systems including software, VPNs, routers, and other physical hardware
* Monitoring computer systems to improve network performance for computer systems and networks
* Planning a strategy to maintain system security on the computers and the network as a whole
* Training and directing users on the correct use of company software and hardware
* Setting up new users and giving them access to company resources
* Operating the firewall for the organization

**November 2017 – May 2018: Innovative Network Solutions, Las Vegas, NV**

**Helpdesk Coordinator**

* Maintain IT Help Desk functions including ticket system resolved 20 to 25 Tickets per day, documenting and prioritizing tickets, assigning tickets to personnel, aiding and training clients with applications and devices, Provided 3rd level support to help-desk staff by answering support calls (electronic and voice) and providing tier 1 triage services.
* Assisted Director of technology with technology planning and implementation of technology projects for clients.
* Contributed to projects such as software implementation, training, store, office, and Call center installations (network design, network device configuration, and ISP vendor selection).
* Liaison for clients and coordinated with vendors on services to be provided. Negotiated conflicts and resolve issues that arise during a Project process, with clients and vendors and internal development and installation teams to ensure projects are defined, communicated, scheduled, and kept on track to completion.

**August 2015 - November 2017: TEKsystems, Henderson, NV**

**Technical Contractor**

* Preformed technical support for special projects
* Installed Avaya G450 VoIP phone system for 50 end-users at Charles Schwab
* Preformed network infrastructure audit for 25 Wells Fargo bank locations
* Team lead for Point of Sale device upgrade for Las Vegas Walmart stores
* Lead tech for the systems upgrade from Windows XP to Windows 7 for the Westgate casino
* Upgraded all Point of Sales devices for Station casinos
* Setup and deployed 500 Windows7 workstations for Solar City call center

**April 2015 - November 2017: Avvidtelecom Inc, Las Vegas**

**Senior Technical IT Consultant (On-Call)**

* Provided phone and network device support for fortune 500 companies
* Performed low voltage cabling for network build-outs
* Installed and configured Nortel option11 PBX device for Harsh Investments
* Configured Adtran Devices for Marriott Hotels, Sage Insurance, and Level3 Communications
* Coordinated the scheduling and implemented the Target Pharmacy network to the CVS Pharmacy network conversion
* Installed cellular backup networks for Us-bank
* Maintained Nortel CS1000 Meridian mail/PBX system for NV Energy

**March 2012 - July 2015: Capital One, Las Vegas, NV**

**Field Services Engineer**

* Performed PC builds for remote workers on the West coast. Meet my 90% target for next day delivery. Provided Phone & Remote support for offices located in Seattle, San Francisco and Tigard.
* Designed and deployed the Imaging and deployment center to support the delivery of local and remote devices.
* Met 83.35% SLA with closing out Trouble Tickets/Work Orders.
* Assisted with the Windows 7 migration from Windows XP. Coordinated refresh moves for call center agents (1780 agents).
* Implemented The Decommission Project to remove old devices off-site.
* Maintained the Nortel meridian mail/PBX (Add, change, remove, and verified jumper cables for 2300 Users).

**November 2008 - March 2012: Sellstate NRES, Henderson, NV**

**SR. Network Engineer**

* Supervised a seven-person technology support staff for this firm providing residential real estate services.
* Developed and deployed a technology franchise policy.
* Implemented a nationwide network technology remodel program for existing franchises which enhanced operations.
* Upgraded the corporate network infrastructure from a 1.5 MB point-to-point Internet connection to a 100MB MPLS to support a VoIP and paperless office solution.
* Deployed and managed a VoIP solution which resulted in an annual savings of $96K.
* Consolidated web, email, and data storage services to a central corporate location, saving the company $38K per year.
* Managed all remote and franchise site implementation tasks involving third-party vendors.

**March 2006 - November 2008: Director of Technology at Henderson International School**

* Oversaw technology needs for this private preschool – Grade 8 college preparatory school.

**2005 – 2006: AT&T**

**Network Engineer**

* Managed a 10-person help desk team. Deployment of services included VOIP, TV over IP, video conferencing over IP, security over IP, and Windows Active Directory services.

**2002 - 2006: Yellowpages.com**

**SR. Network Engineer at Infoline**

* Supervised two network engineers and oversaw the maintenance of the Yellowpages.com network, activating new data centers and planning for future website growth.

**1999 – 2002: National Airlines**

**Help Desk Tech**

**EDUCATION**

College of Southern Nevada

CCNA, Information Technology, 2016 - 2018

Drake Business School

Associate's degree, Business Management