Technical Skills

* Expert Knowledge of hardware and software troubleshooting and support for Apple, Dell, and Lenovo products
* Superb Skills in: Complex Problem Solving, Communication, Organization and Prioritization of resources
* Proficient in: Microsoft Sharepoint Administration, O365 Administration, Azure Active Directory
* Familiarity with Slack Administration, Toast POS Administration, JotForm Administration, Caterease Administration and RingCentral Certification(s).
* Adept with Microsoft Operating Systems, Mac OS, Active Directory Administration, O365 Products, IGT Products, Agilisys, Peoplesoft, Service Now, Atlassian Jira, Opera

WORK EXPERIENCE

The Culinary Academy of las Vegas

Las Vegas, Nv Sep 2020 – Current

IT Systems Administrator

* Daily, administrate the Microsoft O365 platform (SharePoint, Teams, etc.) for the Company while providing support, access requests and training when needed.
* Currently have oversight of standard integration Azure platform and REST APIs with current and future applications.
* Currently administers Food & Hospitality Operations Systems - POS Systems, i.e. Toast, Catering & Event Management Systems, i.e. Caterease while providing support and training when necessary.
* Responsible for maintaining and updating the documentation and Visio Process flows within the IT Team and the business.
* Takes ownership of all applications issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to vendors when necessary.
* Currently procuring an IT Ticketing System and will implement over the next year.

The Wynn Las Vegas Las Vegas, Nv FEB 2020 – MAR 2020

IT Data Access Administrator

* Work closely with IT Security and all business partners to ensure identity and access solutions meet or exceed security policies and regulatory compliance requirements.
* Assists with Administration, Account Creations, Password Reset and support of Active Directory services in support of Office 365/SharePoint/OneDrive/ Azure and other enterprise applications.
* Daily, conducted user provisioning for Active Directory, administration of Office 365 and other Casino applications, such as IGT, InfoGenesis, and Opera for the Wynn and its affiliates.
* Responsible for updating and resolving requests to ensure timely settlement of assigned user requests and issues outlined by SLAs
* Oversight of Wynn user privileges management, user credential management and user security behavior monitoring.

The Cosmopolitan of Las Vegas

Las Vegas, NV June 2018 – Feb 2020

IT Systems Administrator

* Recently created a new Service Desk Website for the Cosmopolitan of Las Vegas, which allowed for improved communication from the IT department on matters related to ticket requests across all departments.
* Assisted and provided a framework for the Windows 10 Desktop migration throughout the entire enterprise.
* Conducted weekly provisioning of Active Directory, Office 365 Administration, and other Casino applications, such as IGT and Infogenesis.
* Administered and maintained VMWare Servers and software updates and patching through KACE.
* Monitor Service Desk performance daily and ensured all Server, Applications, Network and other systems were available 24/7.
* Orchestrated communication when outages or failures occurred throughout IT and all departments and worked on identifying and resolving for root cause.
* Produced a new training program for Service Desk Personnel, which boosted effectiveness and service goals and improved employee morale.

Apple Inc

Las Vegas, NV May 2012 – May 2013

Apple Care Advisor

* Provided daily hardware and software troubleshooting support for Apple MacBooks, iMacs, iPhones, and iPods over the Apple Service Platform.
* Supported customers via phone, e-mail, chat, and/or in person with great attention to detail and empathy.
* Passion for customer service and ownership of the customer experience including comprehensive issue resolution.
* Able to effectively tailor communication and style to differing audiences.

Education

Boston University – Master’s Degree 05/2017 – 01/2019

Major: Criminal Justice

Concentration: Cybersecurity and Cybercrime Investigation

University of Nevada – Las Vegas – Bachelor’s  08/2011 – 12/2016

Major: Criminal Justice

Related coursework: Surveillance and Investigations

Certificates

**Gaming Card**: R4115866

**Graduate Certificate**: Cybersecurity and Cybercrime Investigation

**CompTIA Security+**: \*Currently preparing for exam