William Delgado

7135 S Durango Dr #106 Las Vegas, Nevada 89113🞄 wdelgado.lasvegas@outlook.com 🞄 702-305-4832

**TECHNICAL SKILLS & CERTIFICATIONS**

* Python3 Programming
* Linux and Windows
* Understanding of firewalls, proxies, SIEM, antivirus, and IDPS concepts
* Experience in information security or related field
* Experience with computer network penetration testing and techniques
* Ability to identify and mitigate network vulnerabilities
* Exceptional Customer Service
* Hyper V and WMware ESXi 6.7
* Dell PowerEdge Server, HP Proliant Server
* VMware, Nutanix, Citrix XenServer, XenDesktop and XenApp
* IBM AS/400, Quantum Tape Library, EMC VNX
* Cisco Router, Switches and working with Cisco IOS
* NCR Point of Sale, Ingenico and Verifone pin pads
* Reimaging in Microsoft Windows XP through Windows 10
* Troubleshooting and Repairing Lexmark, HP Ricoh printer (Laser and Inkjet)
* Window Server Group Policy Object, Active Directory (ADDS)
* EC-Council CEH
* ITIL Certification
* CompTIA A+ Certification

**PROFESSIONAL EXPERIENCE**

Unisys

**IT Field Service Technician – Las Vegas, Nevada** May 2015 - June 2019

* Provides IT support for different contracts including (Dell, HPE, EMC, Quantum Tape Libraries)
* Server support Windows server 2008 to 2016
* Provide phone support to remote users that were assigned to my location but lived somewhere else
* Incident Management through ticketing system
* Printer and peripheral device support (Lexmark, Dell, HP, RICOH and Epson)
* Work with and troubleshoot Cisco IP Phones
* Work with and troubleshoot DHCP, Active Directory through Microsoft Server manager
* Reimage laptops and desktop through PXE (Windows Deployment center)
* Stay current on IT certifications (Dell, EMC, HPE, Quantum)
* Develop company-wide best practices for IT security
* Maintaining, troubleshoot and repair: server, laptop and desktop
* Working with Cisco router for IP phones and 66 block punch down tool RJ45, RJ11
* Customer Service and go above and beyond
* Desktop side support
* Provides Support for Wyse thin client using Citrix Xen Desktop
* Upgrading network switches
* Fixing network wiring
* Wiring and Punch down RJ45
* ServiceNow ticketing system

Compucom

**IT Field Service Technician – Las Vegas, Nevada** Dec 2006 – May 2015

* Troubleshoot Windows XP through Windows 10 remotely
* Administrate GPO on Windows Server 2016
* DHCP, DNS
* Microsoft Office Suite
* Provides support for software, hardware and networking support for desktops, laptops and servers
* Provides maintenance and support on legacy products
* Supports Core, server products
* Performs disk replacement on enterprise storage products
* Installs and maintains PCs and associated software, networks, servers and peripherals
* Supports network products from operational and maintenance perspectives
* Performs installs, moves, adds and changes as required
* Tests and certifies PCs, networks, servers and client approved applications
* Provides follow-up on problems or escalation.
* Maintains a high degree of professionalism in actions, demeanor and dress.
* Ensures customer satisfaction throughout the service delivery transaction.
* Ensures client specific Service Level Agreements are met and incident and request tickets are updated accordingly within the ticketing system

Harrah’s Entertainment  June 2005 - Sept. 2006

**Front Desk – Las Vegas, Nevada**

* Welcome, greet, interact, and assist guests in a professional manner.
* Provide excellent service within the property’s service standards and brand attributes.
* Exhibit a professional demeanor and willingness to assist all guests whenever possible.
* Answer property questions; provide accurate information regarding rooms, restaurants, Total Rewards, casino events, promotions, and directions.
* Contribute to a positive, empowering work environment by consistently performing assigned day-to-day responsibilities.
* Respond to and resolve guest complaints in a timely manner and creatively solve problems with the ability to anticipate, recognize, evaluate, and resolve potential difficulties.
* Meet the demands of a fast-paced environment by using good judgment and the ability to multitask.
* Ensure the privacy and confidentiality of guests and limit requests for information pertaining to guests in accordance with hotel policies.
* Complete all duties in accordance with property standards and adhere to all company policies and legal requirements regarding safety, health, and welfare of guests, employees, and the property.
* Register and assign rooms to guests.
* Proactively provide quotes for room rates and up-sell to the guest.
* Control and issue keys to rooms and assist in coordination of the Front Desk and all supportive departments.
* Verify correct charges and credits are posted to the corresponding guest folio.
* Collect all required guest profile information during check-in process.
* Collect payment for charges on the guest folio.
* Ensure all cash and cash equivalents are accounted for and balanced at the beginning and end of each work shift.
* Promote Total Rewards enrollment and benefits to guests.
* Resolve guest complaints within scope of authority, otherwise referring matters to Front Desk management.
* Perform other job-related duties as assigned.