**William Coronel**

[william.t.coronel@gmail.com](mailto:william.t.coronel@gmail.com) | 702-277-9662 7936 Avalon Mist St, Las Vegas, NV 89139

Skilled IT Specialist with 23 years of professional experience in Field Tech Services, including 5 years of IT Management experience handling multiple casinos/hotels. Enjoys troubleshooting and providing excellent customer service. Seeking to benefit a company with my complex technical knowledge and strong leadership skills.

# **Experience**

**Self-Employed IT Support & Owner/Digital Marketer Nov 2019 - Present**

WillC2IT LLC, Las Vegas, NV

* Digital Marketing Agency with a heavy focus on content marketing.
* Designs websites, including media (such as graphics and logos), blog content creation, and e-commerce.
* IT support with personal to small-range businesses.

**Business Analyst II Apr 2018 - Nov 2019**

Aristocrat Technologies, Las Vegas, NV

* Onsite support/liaison for issues involving casino management system installations, upgrades, and conversions / integrations, with a focus on OASIS 360 and its suite of products.
* Directed contact for OASIS 360 and contributing systems' technical support.
* Provided on-site/off-site instruction and learning services.
* Provided consultative approaches & support to Casino Operations staff during system installations/ upgrades.
* Conduct quarterly visits with regional and worldwide accounts.
* Described technical issues (both written and verbally) to D&D, NSSC (National Service & Support Center), and customers.
* Identify and report potential Systems software issues to D&D.
* Worked with gaming regulators when necessary to ensure proper operation of all systems software products.
* Document and update in-house knowledge database for Systems software issues.

**IT Manager Jan 2015 - Sep 2017**

MGM Resorts International, Las Vegas, NV

* Managed, mentored, and coached 18 Technicians supporting both Swing and Grave Shift from 4:00pm to 8:00am.
* Supported multiple properties: Mandalay Bay, Luxor, Excalibur, MGM Grand, Signature, New York- New York, T-

Mobile Arena, Monte Carlo, Aria, Vdara, Bellagio, Mirage, Circus Circus; multiple remote properties: Grier, Edmond, Airport, Shadow Creek.

* Focused on ITIL's Service Operation.

o Provided effective, agile, & high-performing IT Service Management, such as swift, corrective action to restore service.

o Ensured SLA standards are met.

* Measured experience from a user perspective.
* Relied on input and feedback; worked on continual service improvement.
* Purpose is to provide customers with excellent user experience at work, thereby making them more effective and efficient.
* Wrote and updated documentation in Sharepoint.
* Dealt with major hardware/software projects and upgrades.
* Promptly resolved customer service issues and requests.
* Dealt with vendors and outside companies.

**IT Supervisor Jun 2014 - Dec 2014**

Xerox, Las Vegas, NV

* Managed, mentored, and coached 18 Technicians supporting both Swing and Grave Shift from 4:00pm to 8:00am.
* Supported multiple properties: Mandalay Bay, Luxor, Excalibur, MGM Grand, Signature, New York- New York, Monte Carlo, Aria, Vdara, Bellagio, Mirage, Circus Circus; multiple remote properties: Grier, Edmond, Airport, Shadow Creek.
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* Dealt with major hardware/software projects and upgrades.
* Promptly resolved customer service issues and requests.

**Lead Systems Technician May 2012 - Jun 2014**

Xerox, Las Vegas, NV

* Worked as Lead but also as Acting Manager with fellow Technicians counting up to 17
* Supported multiple properties: Mandalay Bay, Luxor, Excalibur, MGM Grand, New York-New York, Monte Carlo, Aria, Vdara, Bellagio, Mirage, Circus Circus
* Also provided first-level support through the Call Center (depending on need)
* Installed/supported computer hardware: PCs, monitors, printers, POS devices
* Installed computer software: Windows OS, Hotel/Casino/F&B/Retail software
* Responsible with various event setups and teardowns
* Wrote and updated documentation in Sharepoint
* Reported to my Director for updates and concerns
* Worked with the following IT Service Management Tool: CA Service Desk

**Lead Computer Engineer Apr 2006 - May 2012**

MGM Resorts International, Las Vegas, NV

* Software and hardware deployment and support.
* Supported multiple properties: Mandalay Bay, Luxor, Excalibur, MGM Grand, Signature, New York- New York, Monte Carlo, Aria, Vdara, Bellagio, Mirage, Circus Circus.
* Supported Windows XP/7/8/10.
* Worked on Active Directory: creation and maintenance of accounts and group policies.
* Supported Microsoft Office 2003 - 2013.
* Wrote and updated documentation in Sharepoint.
* Supported/troubleshot network setup/issues.
* Provided Wireless support including laptops and peripherals.
* Worked on hardware installation and PC desktops and laptops repair.
* Provided anti-virus and anti-malware support.

**Systems Technician I Apr 1998 - Apr 2006**

Monte Carlo Resort & Casino, Las Vegas, NV

* Software, hardware, and network deployment and support.
* Provided first, second, and third level support.
* Maintained Active Directory.
* Wrote and updated documentation.
* Supported Windows 98 and XP.
* Worked on Windows and Novell environment.
* Toned network lines; created network lines; documented/mapped locations.
* Backed up AS400 tapes.

# **Skills & Specialization**

ITIL, IT Management, Operations, Troubleshooting, Help Desk Support, Customer Service, Windows OSes, Microsoft Office, Networking, Virtual Servers, Active Directory, OASIS 360, Anti-Virus, Sharepoint, Problem-Solver, Critical Thinker, Keen Attention To Detail, Prioritization Skills

# **Education**

**Hawaii Pacific University Jan 1992 - Jan 1996**

Bachelor's Degree, English, English Language and Literature Honolulu, HI (US)

Graduated with a Magna Cum Laude, 3.80 GPA

**Maryknoll High School Jan 1987 - Jan 1991**

High School Diploma Honolulu, HI (US)

# **Licenses & Certifications**

**CompTIA A+ May 1999 - Present**

CompTIA  
<http://verify.comptia.org/>

Credential ID: TJ38T8C38D4EQ2CV

# **Websites**

linkedin.com/in/william-coronel