**GLEN PETERS**



702-232-2739 • gpeters1515@gmail.com

**Technical Compliance Specialist with 7+ Years of IT Experience**



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| Areas of expertise include:  **Azure AD** | **Active Directory** | **Hardware Inventory** |
| **Software Compliance** | **O365 Administrator** | **Help Desk Support** |
| **Screen-Connect** | **Customer Service** | **Microsoft Office Suite** |
| **Software Installation** | **DHCP/DNS** | **ConnectWise** |
|  | **PROFESSIONAL EXPERIENCE** |  |
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| **Help Desk Technician –** Sage Network Communications, Las Vegas, NV | | 2019 - Current |

* Supported relating to technical services involving multi-site, multi-platform, multi-domain advanced technical and systemic troubleshooting, administrative work in the installation, maintenance/upgrades and monitoring of new and existing network. Provided specialized technical problem solving, and problem resolution skills for end users and vendors
* Communicated with clients as required: keeping them informed of ticket progress, notifying them of impending changes, and agreed outages via ConnectWise
* Provided exceptional customer service, perception and satisfaction
* Scheduled customer setups and coordinated all tickets for resolutions
* Assisted users via ScreenConnect all over the country with platform, account and domain setups
* Managed numerous client accounts daily with printers, software, VPN, permission and migrations issues

**Tier 1 Engineer – NetEffect, Las Vegas, NV** 2018 to 2019

* Managed N-able monitoring system to remote into client computers to provide assistance
* Windows 7/10 syspreps for client upgrades; Windows Server 2012 R12 and Windows Server 2016
* Supported relating to technical services involving multi-site, multi-platform, multi-domain advanced technical and systemic troubleshooting, administrative work in the installation, maintenance/upgrades and monitoring of new and existing network, processing and storage systems. Provided specialized technical problem solving and problem resolution skills for end users and vendors
* Communicated with clients as required: keeping them informed of ticket progress, notifying them of impending changes, and agreed outages
* Provided exceptional customer service, perception and satisfaction
* Work with the IT Services Coordinator to ensure requests are routed to the proper resource in order to be resolved quickly and efficiently
* Monitored SolarWinds software, and management system alters and notifications
* Assisted with client firewalls, network setups and O365 office suite administration, VPN setups
* AD account creation, monitoring and disabling and group managing

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| **Market Engineer I** –Caesars Entertainment, Las Vegas, NV | 2015 to 2018 |

* Installed, upgraded and maintained gaming hardware & software for SDS server slots systems
* Provided specialized technical problem solving and problem resolution skills for end users and vendors
* Worked with management and Enterprise IT to resolve complex business, computer system and data communication problems using Service Now ticketing system
* Planned, schedule and load new versions of the Host Platform operating system and related vendor patches or temporary fixes as defined in the Product Support Agreement
* Planned and coordinated several hardware installations, changes and updates with vendors and users. Included password changes for SDS and NRT ATMs associated with SDS.
* Created written documented instructions for installs, and recommended application design changes to management and Enterprise IT to maximize resources
* Responded to service and ticket request via Service Now ticketing system
* Ensured all end users/clients requests were handled or escalated in a timely manner

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**Data Storage Engineer** –TSP, Las Vegas, NV 2014 to 2016

* Installed/added new shelves for data storage NetApp clients 7mode, HA pairs and Cluster mode
* Completed service calls for NetApp using CSC ticketing software tool while doing on call rotation every 2 weeks working remotely from home. On call consisted of working in a 24/7 environment
* Completed hardware replacements and setups (hard drives, PSU, motherboards and other server related hardware) on servers at numerous data centers across Las Vegas
* Assisted with hardware migrations to new locations and setups

**Mastering Lab Technician** –2K Games, Las Vegas, NV 2013 to 2014

* Use current Sony, Microsoft, and Nintendo tools to ensure compliance with first party requirements
* Manage game build data from the point of upload to creation of playable discs for QA and overseas
* Assisted PC Technician with hardware and software updates of PCs for over 200 users
* Verify inventory for all platforms in the QA department, and track all media usage
* Communicate effectively with developers, supervisors and test leads to prevent and troubleshoot specific game problems

**Senior Mastering Lab Technician** –THQ, Agoura Hills, CA and Phoenix, AZ 2000 to 2013

* Maintained mastering lab burn towers, first party proprietary hardware and software and lab computers
* Completed Help Desk Tickets for 200 people in our QA department
* Fixed broken hardware consoles and completed firmware updates for burn towers and proprietary hardware from Nintendo
* Customer service for all QA teams
* Processed incoming game assets into playable formats across all major gaming platforms
* Created and managed all Aspera web and network accounts using Aspera Enterprise Server for file transfers, build usage and storage space as well as internal and external FTPs
* Transferred tests, approve builds and tested automated file transfers using Aspera Connect software
* Manage extensive amounts of data using NetApp. Collaborate in the archiving of all THQ-approved master builds for all platforms including downloadable content (DLC), source code, game assets and patches
* Tested and created mastering lab tools that enable faster and more efficient builds. Train and mentor lab technicians on process optimization in build handling; maintain knowledge of current industry trends

**TECHNICAL SKILLS**



Proficient in the use of:

**Windows 10, Active Directory, Webroot, Office 365 Admin, AS400**

**ScreenConnect, Remote Desktop Support, N-able**

**ConnectWise, Meraki, Customer Service, Bomgar, Netextender SonicWall**

**EDUCATION, TRAINING AND CERTIFICATIONS**



Manual Arts High School Diploma – 1998

Glendale City College – 1999 (General Education)

CSN – In Progress (Computing and Information Technology: Cyber Security-Network Security)