**ANDREW SPARKS**

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**Summary**

20 years as an information management professional and 20 years as a sales professional, has given me a unique technological and customer service perspective. With A+ and MCP certifications my experience as a network administrator, lead computer installation technician, and a customer service rep. for major business clients in Richmond, Virginia & in Las Vegas, Nevada is extensive.

**Highlights**

**.** As lead network technician, replaced all technology in 24 Bank of Americas, working overnights.

**.** Working alone**,** replaced all computers and printers for American Airlines at McCarran airport.

**.** Helpdesk support for the U.S Army 5th Medical Recruiting Battalion, responsible for eight states.

**.** Six years as the Network Administrator for Eternal Technology Corporation near Richmond, VA.

**Experience**

**Taurean Consulting** **Group** LV NV Apple Computer & Smart Board Tech. Aug. 2020 to Sept. 2020

. Working at Adelson Learning Center updating Apple Mac, IMAC and MAC Air units.

. Break Fix tec. For classroom Smart boards connected to IPADs and MAC Air laptops.

. Help Desk response and support for Teachers, Staff, Substitutes and Students.

**Compucom** Las Vegas, NV  **Computer Technician** Feb 2020 to March 2020

. Computer & printer systems repair for Nellis AFB, Home Depot, Target, and T Mobile.

. Provide customer service at locations all around Las Vegas during and after Biz hours.

. Required ongoing training and certifications for Dell, HP, and Lexmark equipment.

**United Health / Optum** Las Vegas, NV **Computer Systems Analyst** April 2015 to June 2017

. Installed and configured desktops, laptops, and printers at several satellite offices.

. Help desk support tech. for the main campus of United Health/ Optum, Las Vegas.

. Replaced hundreds of outdated desktop computers with Windows 10 compatible PCs.

**Smart Source Inc**. Chicago, IL. **Lead Server Network Technician** September 2014

**.** Unpacked new equipment, repacked old equipment in packing for return shipment.

**.** Configured the server, UPS, eight desktops, and four printers at Hilton Gardens.

**.** Tested network and invited users to verify their individual programs for accuracy.

**GDH Consulting** Lowell, AR **Computer Network Technician** July to AUG. 2014

**.** Set up and configured, then tested 100 desktops and twelve printers at CarMax.

**.** Installed units “only” on Sunday and onsite support Mondays for four weeks.

**.** Toned numerous network connections, due to electrically faulty switch.

**TEK Systems** Las Vegas, NV **Information Systems Technician** Mar. to July 2014

**.** Re-imaged, installed, configured and tested 300 new HP desktop PC’s.

**.**  Re-imaged 120 tablets and replaced 40 HP printers at United Health service.

**Crescent Solutions** Las Vegas, NV **Computer Technician** Feb. to Mar. 2014

**.**  Re-imaged, configured and setup 80 desktop PC’s at Venetian and Palermo hotels.

**.**  Installed eighteen HP printers at the Venetian and twelve HP printers at the Palermo.

**Advantage Technical Resourcing** Tempe, AZ **Printer Technician** Oct. to Nov.2013

**.**  Replaced fifteen MFP HP printers at Unilever manufacturing facility, Henderson

**.**  Configured printers with network connections to enable SAP testing.

**Insight Global Inc.** Atlanta, GA. **Lead Computer Technician** Sept. to Oct. 2013

**.**  Replaced all peripherals, computers, the UPS and servers at 24 Bank of Americas.

**.**  Working overnight hours to complete installation before bank opened the next day.

**.**  Directed two to five technicians depending on the location and size of the bank .

**Glodyne – Decision One Corp**. Devon, PA. **Cust. Service Rep.** Aug. 2012 to Aug. 2013

**.** Onsite PC or printer break/ fix technician for American and Virgin America Airlines.

**.** Break/ fix technician onsite for United cargo and United Airlines.

**.** Replaced or repaired IBM terminal POS and receipt printers at multiple retail stores

located in casinos, hotels, Sears, Kmart’s and additional locations in 3 states.

**Digital Intelligence Systems** Dallas, TX **Cust. Service Rep**. Aug. 2011 to Aug. 2012

**.** Replaced or repaired IBM terminal POS and receipt printers at multiple retail stores

located in casinos, hotels, Sears, Kmart’s and additional locations.

**.** Replaced all PC’s and printers at American Airlines during working hours.

**.** Break/ fix technician for United Airlines, St. George. BNSF railroad, Needles,

CA. and multiple retail stores in Kingman, AZ, Laughlin and Primm, NV.

**Smart Source Inc.** Chicago, IL. **Lead Computer Technician** July 2011

**.** Setup and configured POS receipt printers at 3 locations of Home Depot.

**.** Replaced over 60 POS computer and receipt printer systems for Home Depot.

**.** Configured and tested POS system connections to the network at Home Depot.

**Marathon Deployment** Tyngsboro, MA. **Computer Technician** June 2011

**.**  Replaced and configured POS laptops w/ touch screen monitors at Bvlgary jewelers.

**.** Set up, configured & tested receipt printers at multiple locations of Bvlgary jewelers.

**Smart Source Inc.** Chicago, IL. **Computer Technician** June 2011

**.** Configured 300 Philco 37” and 42” flat screens TV’s at Hilton vacation properties.

**.**  Uploaded latest software upgrades to the BIOS for High Def. broadcast reception.

**TEK Systems** Las Vegas, NV **Computer Technician** May 2011

**.** Unpacked and configured 350 replacement desktop PCs for United Health Services.

**.** Setup, configured and tested 30 tablets PCs for distribution to home health nurses.

**Robert Half Technology** Las Vegas, NV **Computer Technician** Feb. 2011 to Mar. 2011

**.** Onsite laptop tech. for Ultimate HR software trade show at Bellagio hotel.

**.** Onsite computer system engineer during the BAR exam at UNLV, configured laptops

with exam software, repaired or corrected software incompatibilities.

**.** Started, stopped, and backed up exam results for individual test takers.

**TEK Systems** Las Vegas, NV **Computer System Engineer** Feb. 2011

**.** Drive testing signal tester for multiple cellular phone types and signal strengths.

**.** Tested signal strength near Blue Diamond, Henderson, North Las Vegas and Apex.

**Smart Source Inc.** Chicago IL. **Computer Technician** Jan. 2011 to Feb. 2011

**.** Setup, configured, labeled and tested wiring closet at Nordstrom’s Dept. store.

**.** Traced and labeled ten cables to separate depts. to and from the wiring closet.

**.** Configured and tested laptops attached to projectors for a pharmaceutical trade

show at the Venetian.

**Advantage Technical Resourcing** Norwood, MA **Computer Technician** Jan. 2011

**.**  Removed 40 Hp MFP Printers and installed 10 Xerox printers at HSBC.

**.** Centrally located Xerox printers within the two floors of the bank card service bldg.

**.** Coordinated the preparation of old printers for shipping back to the lease company.

**TEK Systems** Las Vegas, NV **Information Management Specialist** Dec. 2009 to Dec. 2010

**.** Tested RF signal-reception and configured in home networks for CLEAR wireless

Systems, using (WiTT) WiMax Tester Tool, that allows collection of metrics along a

Cellular test drive route.

**.** Set up, configured and tested all POS terminals and receipt printers for 3 locations

of Burlington Coat Factory.

**Smart Source Inc.** Chicago, IL. **Computer-Cabling network technician** June 2009

**.**  Set up and configured computer peripherals for WAMU to Chase bank conversion.

**.** Upgraded RAM, ran cable & installed 2 PC’s at 16 Rent-a-Centers in Las Vegas.

**Hunter Green** New York, NY **Computer Network Technician** May 2009

**.**  Re-placed, set up, configured and tested over 50 desktops, laptops, and printers at

three locations of the EPA (Environmental Protection Agency) near UNLV.

**.**  Required uploading user data to server and down loading data to replacement PC.

**Manpower Professional** Las Vegas, NV **Computer Network Technician** Dec. 2008 to Jan. 2009

**.**  Replaced, configured and tested card input devices at all locations of WAMU bank in

Las Vegas and St. George, Utah.

**.**  Configured security for card readers with access to the WAMU bank network.

**Robert Half Technology** Las Vegas, NV **Computer Technician** Oct. 2008 toNov. 2008

**.**  Set up, configured and tested Macintosh all-in-One monitor computers in most class

rooms at two locations of Challenger grade schools in Las Vegas.

**.**  Re-configured & repaired laptops for the Carl-Ziess sales force during the convention.

**Smart Source Inc.** Chicago, IL. **Computer Technician** Aug. 2008 to Sept. 2008

**.**  Set up, configured, and tested replacement Dell desktops and peripherals with

down loaded user data at three locations of the VA (Veterans Administration.)

**.**  Uploaded user data, removed, wiped and retired each user’s old hard disk drive.

**TEK Systems** Las Vegas, NV **Information Management Specialist** July 2007 to July 2008

**.**  Helpdesk support representative for the U.S Army 5th Medical Recruiting Battalion.

**.**  Supported 50+ users, in 8 states configuring desktops, laptops & printers remotely.

**.**  Tested wireless connection equipment for Nextwave - Go Networks near Las Vegas.

**Terrible Herbst** Las Vegas, NV. **Computer and POS Technician** Feb. 2007 to June 2007

**.**  Configured and repaired POS terminals, PC’s, and switches at 90 convenience stores.

**.**  Configured and repaired desktops, laptops, and printers at all lube shops, carwash,

and gas stations on the Terrible Herbst network.

**.**  Networked, repaired and replaced PCs and servers at all Terrible Herbst casinos.

**Eternal Technology Corporation** Colonial Heights, VA.

**Network Administrator** Dec. 1999 to Feb. 2006

**.**  Configured and maintained four servers, 50+ workstations and ten printers.

**.**  Upgraded network from Windows NT server to Windows 2003 server.

**.**  Monitored and configured network security for daily and weekly tape backups.

**Education**

Attended The Learning Center, Las Vegas to update/ upgrade CompTIA A+ & Computer skills. 2018

Attended Richard Bland, John Tyler Community College, and Knowledge One, Virginia.

Attended Stockton State College, New Jersey Major: Computer Science

Attended Clark County Community College and UNLV, in Las Vegas, NV

Attended Clark high school, Las Vegas, NV. Graduated from Kubasaki High School, Okinawa, Japan