Isaac Gonzalez

Las Vegas, NV
-Email me on Indeed: http://www.indeed.com/r/Isaac-Gonzalez/1357ebaaf56b2c64

To obtain a position that challenges me to excel and exceed all expectations demanded of that occupation.

Work Experience

Computer Engineer

MGM Resorts - Las Vegas, NV
November 2016 to Present

1. Complete tickets request and incidents that are submitted through a ticketing system
2. Take on a leadership role when manager is out of office
3. Support and maintain all PCs, Printers, POS systems, Servers, etc throughout the whole Casino
4. Collaborate with other IT departments to resolve incidents and complete requests in a timely manner.
5. Create and update documentation used for training and troubleshooting
6. Manage, Install, and Maintain network and workstation hardware and software

Computer Technician

Clark County School District - Las Vegas, NV
May 2015 to November 2016

1 Field services technician responsible for responding to various CCSD locations to assist with technology problems.
2 Train students and staff with Apple and Microsoft products
3.Imaging, repairs and general maintenance of computers, laptops, printers, servers and apple devices.
4. Implemented and maintained Mobile Device Management software to all devices on property.
5.School technology project facilitator
6.Responsible for creating email and domain user access accounts for staff

Manager

DevicePitsop - Las Vegas, NV
September 2009 to May 2015

1 Service and repair laptops, desktops, tablets and smartphones.
2 Provided excellent customer service on a daily basis
3 Upgrade computer hard drives, ram, videos cards, processors and system fans.
4 Provided network support for home users and small businesses

Education

Asher College
2013 to 2015

Comptia A+

Comptia Security+

Skills

- 1 Strong analytical and problem solving skills 2 Self motivated, strive for customer satisfaction and goal driven 3 Bilingual in English and Spanish 4 10
- years' experience in IT support, customer service and as a manager 5 Ability to troubleshoot and understand software and hardware to better help install and maintain 6 Proficient with Microsoft Windows Server, Windows 7, Windows 10, and Mac OS 7 Experience in a large enterprise environment with end user and server support.
- Active Directory
- Computer Networking
- Help Desk
- LAN
- Network Administration
- Network Support
- Operating Systems
- VMWare
- DNS
- DHCP
- Information Security
- TCP/IP
- Troubleshooting
- Citrix
- VPN
- System Administration
- Microsoft Exchange

Assessments

Technical Support — Expert
June 2020

Performing software, hardware, and network operations.
Full results: [Expert](#)