

CHRISTOPHER L. RODRIGUEZ

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TECHNICAL IMPLEMENTATION SPECIALIST · SENIOR FIELD SERVICE ENGINEER · FIELD SERVICE TECHNICIAN

Excellent Written · Verbal Communication Skills

CompTIA A+ Certified · Information Storage & Management · Active Directory

MS Office 365 · Docker · Kubernetes · CentOS · AWS

MFA · Powershell · Linux · VMWare

Microsoft Server 2016/19/22 · Azure · vSphere

PROFESSIONAL EXPERIENCE

TECHNICAL IMPLEMENTATION SPECIALIST

- Coordinate a range of projects nationwide with clients to meet SLA & KPI targets
- Act as project manager and liaison between development team, implementation team and clients
- Manage implementation of Kiosk and ACH software responsible for \$1bn+ of quarterly revenue
- Coordinate with clients & implementation team to deploy software without interruption of critical business services
- Manage routing tables, DHCP, DNS, Subnets and other network protocol
- Implement and configure multi-factor authentication and MFA protocol to fit business needs and security standards
- Maintain up to date knowledge of SQL, JavaScript, Python and PowerShell languages
- Retrieve logs and debug information to determine points of failure during deployment and operation

SENIOR FIELD SERVICE ENGINEER

- Work with clients and project managers to plan, build and deploy datacenter solutions around service needs and cost efficiency
- Diagnose and troubleshoot server issues via Linux/CentOS GUI & SSH/Telnet/Serial CLI
- Build and deploy vSAN/SAN infrastructure to meet storage needs for production data
- Install, troubleshoot and deploy CISCO & Dell Connectrix Switches
- Troubleshoot fiber optic/SFP, SAS and Ethernet connectivity issues
- Build and deploy VMWare cloud solutions
- Perform installs, upgrades and break/fix component repair to all supported products (Isilon, ECS, Powermax, VBlock et al)

FIELD SERVICE TECHNICIAN

- Work closely with casino house managers to determine problematic cabinets
- Utilize network operations center (NOC) to remotely troubleshoot and deploy solutions across 5000 cabinets
- Repair mechanical and electrical components
- Diagnose and troubleshoot Windows & Linux OS faults in cabinets and office PC's
- Maintain excel spreadsheet documentation of all repairs and parts used
- Maintain daily log of all machines visited, diagnosis and troubleshooting steps
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EMPLOYERS

Pavilion Payments	-Technical Implementation Specialist	February 2024 – Present
Dell EMC	-Senior Field Service Engineer	January 2022 - January 2024
Scientific Games	-Field Service Technician	September 2019 – January 2022

EDUCATION / TRAINING

Prospect Center for Career Education	-GED	Graduated – July 2007
nPower NPO	-CompTIA A+	Graduated – February 2016
Borough of Manhattan Community College	-Biotechnology	Graduated – June 2016