

# Tanner Laird

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## WORK EXPERIENCE

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### Nevada Legislative Counsel Bureau

**Jan. 2017 - Present**

#### *Support Services Technician*

*Carson City, NV*

- Resolve hardware, software, printer, and network issues
- Install client and server hardware and software
- Troubleshoot network/wireless connections
- Provide high quality customer service and onsite support
- Maintain Windows Active Directory accounts and policies
- Train users in basic personal computer and software operation
- Develop procedural and software documentation
- Respond to requests to the ITS Help Desk via email, telephone, and walk-ins

#### *Technical Communications System Specialist II*

*Carson City, NV*

- Design, install, repair, test, and maintain cabling and cable distribution systems in multiple facilities for LAN, telephone and Television systems, using fiber, twisted pair, Coax, and wireless technology.
- Maintenance, installation, operation, and design of video conferencing infrastructure and equipment integrating various providers and systems.
- Created, maintained, managed, and configured Legislatures YouTube channel live streaming and on demand video system.
- Install, operate, maintain and design professional digital production equipment including, computerized video and audio editing equipment, HD cameras, studio lighting, and live streaming devices.
- Management of interns and temporary staff ranging from 2-5 employees.
- Provide technical support, introductory/ongoing training of staff and users, and assisting users with application and system problems.

### Total Wine & More

**June 2016 – Dec. 2016**

#### *Stock Associate*

*Reno, NV*

- Organization, recording, processing of inventory involving processing inventory reports, stocking shelves, organizing overhead stock, counting and recording amount of stock.
- Researching new product information and expanding personal knowledge about existing products to better understand the items to make additional sales and help customers.
- Customer Service identifying customer needs and providing recommendations on current products.

### State of Nevada, Dept. of Administration/Dept. of Transportation **Aug. 2013 – May 2016**

#### *Personnel Technician II*

*Carson City, NV*

- Process, prepare, review, and maintain a variety of personnel documents and forms including personnel transactions, Evaluations, Personnel Requisitions, etc.
- Posting of recruitment's which includes; creating eligible lists, evaluating applications, determining eligibility, and providing assistance to prospective applicants and HR liaisons.
- General office administrative duties and customer service including, answering telephones, greeting visitors, and maintaining/ordering office supplies.

- Making purchases using Purchase orders, payment vouchers, and billing claims. Checking invoices and billing for accuracy, ensure on time payments.
- Maintain and create all General HR files including personnel, position history, accounts payable, and Leave files.
- Manage Travel arrangements and claims.
- Generate and distribute personnel correspondence, reports, and information including completing personnel/payroll employment verifications.
- Process, verify, correct, and research information relating to leave management such as Catastrophic Leave and Leave Without Pay.

#### *Personnel Technician I*

*Carson City, NV*

- Audit and approve in the *Advantage HR* system. Processed personnel transactions to ensure accuracy and adherence to Federal, state, and local statutes, regulations, policies, and procedures.
- Providing support for personnel/payroll related questions from State agencies and State employees.
- Understanding a variety of processes & procedures and problem solving the procedures related to personnel transactions.
- Indexing and maintaining a variety of personnel and payroll paperwork into multiple computer systems in compliance with Federal, State, and Local statutes, regulations and policies and procedures.
- Organizing and filing a variety of personnel documents such as personnel transactions, employee certifications, State policy acknowledgments.
- Written verification of employment for state employees, using *HR Data Warehouse* and the *Advantage HR* systems.
- Setting up employee record reviews for various state agencies.

## EDUCATION

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### Western Governors University

**January 2022**

*Bachelor of Science, Information Technology*

*Carson City, Nv*

### Western Nevada College

**May 2020**

*Associates of Applied Science, Computer Information Technology*

*Carson City, Nv*

Phi Theta Kappa Honors Society, GPA 3.7

Member of WNCyber

## CERTIFICATIONS & AWARDS

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- [AWS Certified Cloud Practitioner](#)
- [CompTIA A+](#)
- [CompTIA Network+](#)
- [CompTIA Security+](#)
- [LPI Linux Essentials](#)
- [WGU - Academic Excellence Award](#)

## SKILLS

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**Skills:** Computer and Network Systems, Video Conferencing, Project Management, Video Streaming, Technical Support, Interpersonal Communication, Time Management, Microsoft Office.

**Interests:** Video Games, Hiking/Backpacking, Biking, Travel, Cats