Tanner Laird

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WORK EXPERIENCE

Oracle Corporation   Oct. 2022 - Present

Systems Engineer   *Carson City, NV*
- Perform daily system operations tasks to verify system integrity and availability.
- Perform ongoing performance tuning, hardware/OS upgrades, and resource optimization.
- Implement monitoring for applications and servers, and respond to alarms in a timely manner, preventing client impact and performance degradation.
- Deploy physical and virtual servers.
- Complete assigned incident management tasks.
- Deploy, set up, and maintain testing environments.
- Provide Tier III and other support per service request, complete cyber validation and checklists to maintain cyber posture.
- Map standard application functionality to global/local business specifications.
- Complete product rollout and coordination with internal teams.
- Supplement user acceptance testing and transfer of information.
- Provide technical support for implemented applications; diagnosing and reporting bugs, applying patches and upgrades as needed.

Nevada Legislative Counsel Bureau   Jan. 2017 - Oct. 2022

Support Services Technician - Hardware Lead   *Carson City, NV*
- Purchase, configure, deploy all IT hardware and components
- Manage and maintain asset inventory using Azure AD and ServiceDesk Plus
- Maintain, troubleshoot, and repair IT hardware and components
- Resolve hardware, software, printer, and network issues
- Troubleshoot network/wireless connections
- Respond to requests to the ITS Help Desk via email, telephone, and walk-ins
- Develop procedural and software documentation

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.

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.
- Generate and distribute employee 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.

EDUCATION

[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
Dean's List (Fall 2018)
Member of WNCyber

CERTIFICATIONS & AWARDS

- [OCI Generative AI Certified Professional](#)
- [OCI Gen AI Cert. Foundations Associate](#)
- [OCI Certified Foundations Associate](#)
- [LPI Linux Essentials](#)
- [WGU - Academic Excellence Award](#)

- [AWS Certified Cloud Practitioner](#)
- [CompTIA A+](#)
- [CompTIA Network+](#)
- [CompTIA Security+](#)

SKILLS

Skills: System Engineering/Analysis, Citrix, Linux, Cloud Systems, IAM, AWS, OCI, Azure, Computer and Network Systems, Cybersecurity, Computer Hardware Management, Video Conferencing, Project Management, Video Streaming, Technical Support, Interpersonal Communication, Time Management, Microsoft Office.

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