Tanner Laird

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PROFESSIONAL EXPERIENCE

Information Technology Support Coordinator | *Douglas County – Minden, NV*
05/2025 – Present

- Delivers advanced, solution-focused technical support to end-users, demonstrating a commitment to outstanding customer service, critical thinking, and clear communication.
- Proactively troubleshoots complex technical issues and acts as an internal liaison for timely problem resolution or escalation.
- Spearheading a large-scale hardware and OS refresh by managing the strategic planning, technician coordination, and phased deployment of 400+ new computer systems across 12 county departments.
- Strategically installs, maintains, and supports critical IT infrastructure, ensuring robust security, reliability, and scalability for essential public services.
- Contributes to a high-performing team, demonstrating strong collaboration, accountability, and open communication to ensure consistent service delivery and efficient resource utilization.

Associate Production Service Systems Administrator | *Oracle Inc. (Remote) – Carson City, NV*
10/2022 – 05/2025

- Managed a ticket queue for over 100 technicians, ensuring strict adherence to Federal Government Service Level Agreements through timely ticket completion, distribution, and strategic escalation, thereby minimizing user disruption and maintaining operational efficiency.
- Led incident management initiatives by resolving 1,007 incidents, the highest volume across a team of over 100 technicians. Achieved an average resolution time of 7.37 days, performing ~40% faster than the average for other high-volume incident handlers, thereby minimizing system downtime and ensuring rapid service restoration.
- Proactively monitored system logs and service health metrics to identify and resolve potential issues, preventing downtime and ensuring continuous system availability for over 100k concurrent DoD/VA users in a 24/7-365 environment around the globe. Correlated unique user-reported issues with active alerts, enabling rapid escalation and intervention that prevented widespread outages and maintained seamless operations for end-users.
- Provided expert Tier III support for critical enterprise applications, resolving complex issues. Strengthened overall system integrity and cyber posture following Federal Government and DoD guidelines and requirements.

Support Services Technician | *Nevada Legislative Counsel Bureau – Carson City, NV*
08/2021 – 10/2022

- Provided advanced Tier 2 technical support, expertly resolving a wide range of end-user hardware, software, printer, and network issues through the application of critical thinking and comprehensive troubleshooting methodologies. Contributed to team development by assisting with escalated issues and actively training lower-level help desk staff, thereby minimizing downtime and enhancing overall user productivity across the organization.
- Managed the complete lifecycle of IT hardware for approximately 500 users, including procurement, configuration, and deployment of Dell laptops, desktops, and peripherals. Utilized Intune, scripting, and Dell-specific tools to streamline processes, directly contributing to upgraded infrastructure, improved device deployment processes, and enhanced user productivity.
- Maintained a comprehensive IT asset inventory within Azure AD and ServiceDesk Plus. Responsibilities included conducting regular audits, meticulously tracking new acquisitions and disposals, and overseeing all repair needs. This ensured accurate reporting, optimized hardware refresh cycles, and maintained continuous fleet functionality, supporting efficient IT operations.

Technical Communications System Specialist | *Nevada Legislative Counsel Bureau – Carson City, NV*
01/2017 – 08/2021

- Managed and mentored teams of 5+ interns and temporary staff, providing direct supervision, task assignment, performance feedback, training, and scheduling, along with workflow and productivity oversight. Guided their involvement in critical projects including live video production, legislative meeting support, AV installations, documentation, and asset tracking. Notably, multiple individuals under my mentorship successfully secured full-time positions, directly demonstrating my impact on talent development and organizational growth.
- Designed, installed, repaired, and maintained robust cable and distribution systems across three multi-floor office buildings and the overall campus grounds. Ensured high performance for LAN, telephone, and television systems utilizing fiber, twisted pair, and coax. This significantly improved network reliability enabling the deployment of new services, and optimized infrastructure design and placement.
- Managed the end-to-end lifecycle of critical video conferencing infrastructure, including the design, installation, operation, and maintenance of systems from Zoom, Microsoft Teams, Polycom, Creston, and others. Supported 15 legislative meeting rooms across two primary locations (Carson City and Las Vegas), inter-agency connectivity, and numerous conference rooms across the Carson City campus. This enabled seamless remote access for state agencies, legislators, lobbyists, and the public, supported critical state meetings, reduced travel costs, ensured high-quality presentations, and significantly expanded public access/availability. Responsibilities also included resolving complex connectivity, audio (microphone), and usability issues, alongside providing comprehensive training and documentation.
- Designed, built, and managed the Legislature's official YouTube channel, delivering redundant live streaming and comprehensive on-demand video capabilities. This involved creating, maintaining, managing, and configuring the entire system, including establishing streaming protocols, optimizing video quality, and managing metadata and playlists. Supported multiple live streams daily during legislative sessions, leveraging API integrations with internal scheduling systems and existing streaming setups. This significantly increased public transparency, improved citizen accessibility, and provided reliable access to critical legislative proceedings, while also involving workflow integration, documentation, and training for internal teams.

Personnel Technician | *State of Nevada, Dept. Of Administration – Carson City, NV*
08/2013 – 06/2016

- Administrated a high volume of critical personnel documents and forms, including personnel transactions, evaluations, and requisitions, supporting both statewide HR operations and specific state Agency. Utilized NEATS and HR Data Warehouse systems alongside traditional paper documentation. This ensured compliance, facilitated timely HR actions, supported accurate record keeping, and provided essential documentation for other HR staff on a bi-weekly cycle.
- Managed high-volume recruitment postings for diverse roles across all organizational levels, utilizing the NEATS system to streamline the process. Responsibilities included creating eligible lists, first level evaluation of applications, and determining candidate eligibility. Proactively provided comprehensive assistance to prospective applicants and HR liaisons by clarifying requirements, troubleshooting application issues, offering status updates, explaining processes, and handling initial application communications. This directly improved workflow efficiency for hiring managers and facilitated timely talent acquisition.
- Provided comprehensive administrative support and customer service for a high-volume office environment. Responsibilities included efficiently managing incoming calls and visitor reception, maintaining optimal office supply levels, and overseeing procurement. Consistently ensured smooth daily operations, fostered positive first impressions, and handled sensitive and confidential information with discretion. Proactively implemented process improvements to enhance overall administrative efficiency.
- Maintained and created extensive General HR files, including highly sensitive personnel, position history, and evaluation records for over 1,000 employees. Managed both physical and digital filing systems, ensuring compliance with all regulations, facilitating accurate record-keeping, and enabling rapid information retrieval for HR and management.

EDUCATION & CERTIFICATIONS

Western Governors University
Bachelor of Science, Information Technology
- Academic Excellence Award

Western Nevada College
Associates of Applied Science, Computer Information Technology
- Phi Theta Kappa Honors Society, GPA 3.7
- Dean's List (Fall 2018)
- Member of WNCyber

Certifications

Active	Expired
OCI 2024 Generative AI Certified Professional	CompTIA Security+
OCI 2023 AI Certified Foundations Associate	CompTIA Network+
LPI Linux Essentials	CompTIA A+
TestOut Security Pro	AWS Certified Cloud Practitioner
TestOut PC Pro	OCI 2022 Certified Foundations Associate

SKILLS

- **Technical:** Cloud Systems (AWS, OCI, Azure), Linux, Citrix, System Engineering/Analysis, Computer and Network Systems, Computer Hardware Management.
- **Managerial**: Project Management, Human Resources, Mentoring, Ethics.
- **Communication & Support:** Technical Support, Interpersonal Communication, Critical Thinking, Time Management.