

NOC SUPERVISOR / IT BUSINESS ANALYST NOC SUPERVISOR / IT BUSINESS ANALYST IT
 SPECIALIST / PROJECT MANAGER - SURVEILLANCE SYSTEMS INCORPORATED Work
 Experience NOC SUPERVISOR / IT BUSINESS ANALYST Wynn Las Vegas - Las Vegas, NV
 August 2018 to Present Functioned as the main point of contact for business resources. Lead
 multiple projects through all life-cycle stages. Developed policies, wrote training documents, and
 managed communication guidelines. Acted as an incident manager, providing communication and
 leadership during outages. Coordinated resources, managed communications, and drafted project
 documentation. Oversaw a project designed to overhaul Wynn IT's Incident and Change
 management. Worked with business resources to develop and deploy a new asset management
 system. IT SPECIALIST / PROJECT MANAGER SURVEILLANCE SYSTEMS INCORPORATED -
 Las Vegas, NV 2018 to Present DOCUMENTATION Managed the installation of multi-million dollar
 surveillance systems. Installed and maintained Virtual Machines using VMWare. Installed and
 maintained DNS, Active Directory, and Domain Controllers. TCP/IP NETWORKING Supported
 Windows Server 2012 R2 production environments. Drafted training documents and provided
 training and mentorship to customers. RAID NAS SAN Planned and oversaw project timelines and
 distribution of labor resources. Provided in depth application and network support. IT
 SURVEILLANCE TECHNICIAN II WYNN LAS VEGAS - Las Vegas, NV 2017 to 2018
 ADMINISTRATION Acted as a project manager for a multi-million dollar surveillance overhaul.
 Maintained server and RAID infrastructure. TROUBLESHOOTING Operated as a primary point of
 contact for multiple projects. Drafted training documents and provided training and mentorship to
 team members. ITIL Performed as a systems administrator maintaining user accounts and
 network drives. Provided application support. Assisted with basic network support and
 troubleshooting. 2015 - 2017 LAS VEGAS NEVADA APPLICATION SUPPORT & IT SPECIALIST
 SKILLS EXPERIENCE TICKETING / MONITORING NUVEEN INVESTMENTS NOC
 TECHNICIAN II SOLARWINDS HP BSM Provided level two network operations center support.
 Supported virtual machines using VMware vSphere Client and Veeam One Monitor. MS OFFICE
 SUITE (OFFICE EXCEL VISIO) Utilized HP BSM and Network Node Manager to monitor the

health of IT infrastructure. Monitored the network using Solar-Winds. SERVER 2012 R2 Used SCSSM and SCOM to draft and track incident tickets and service requests. ADMINISTRATON Assisted with server patching and troubleshooting. Provided Training and mentoring for new employees. VMWARE V-SPHERE CLIENT helped perform interviews of prospective employees. Managed critical situation calls, communication and escalation. DATA CENTER ENGINEER Data Center IT - Chicago, IL 2013 to 2015 CHICAGO ILLINOIS ACTIVE DIRECTORY ACCOUNT MANAGEMENT TECHNISOURCE CHASE BANK REGIONAL DATA CENTER DATA CENTER ENGINEER Assembled, installed, relocated, removed and maintained Data Center IT equipment. Provided on-site troubleshooting and diagnostics of servers and networking systems. Developed and maintained vendor relations. Performed upgrades, configuration maintenance, and repairs of system hardware. SKILLS Assisted in the training and development of new team members. NOC TECHNICIAN MISC KNOWLEDGE - Elk Grove, IL 2012 to 2013 Monitored the network - resolved / escalated issues via ticketing system. SHAREPOINT ADMINISTRATION Provided onsite network support. Configured and maintained routers, switches, and PDU / UPS / APCs. Managed user accounts using Active Directory. ACCESS CONTROL - Westmont, IL 2011 to 2012 AWS CLOUD SQL Education Network DEPAUL UNIVERSITY 2008 to 2011

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