

Infrastructure Networks Technician Infrastructure Networks Technician Infrastructure Network Technician - Desert Diamond Casino & Entertainment Tucson, AZ Proactive Career Professional with experience in Customer Service relations, Retail operations. Adept at problem resolution with a strong customer service, retail and IT background expertise. Authorized to work in the US for any employer

Work Experience Infrastructure Networks Technician Desert Diamond Casinos & Entertainment - Tucson, AZ July 2017 to Present Assist employees with technical troubleshooting on Company computers Technically troubleshoot Infogen POS Systems/Verifone card readers Deployed and setup computer systems for employee and patron facing events Clean up and inventory control of storage area and tech room. Reimaged/Configured/Deployed Windows based systems

Technical Help Desk Technician Computer Dimensions, LLC June 2016 to June 2017 Answered phones and troubleshot issues with local business clientele Deployed computers systems to client offices Remotely installed computer-based software

Network Administrator Desert Diamond Casino & Entertainment - Glendale, AZ September 2015 to May 2016 Maintained Network Infrastructure/Provided Technical Assistance to Casino Staff Provided on-site support/setup/configuration/cabling/patching of network infrastructure for new casino being built in West Valley Glendale Patched network connections and configured Virtual connections Assisted Slot Game Vendors with racking/stacking game server equipment Setup/Configured switches for Slot Machines banks Configured 8841 Model VOIP phones thru Cisco Unified Call Manager(CUCM) Setup/configured switches located in slot banks on slot machine floor setup/transferred new users in Active Directory terminated and configured Cat6 Cable when broken or unviable

Remote IT Field Tech TEKSystems/Coldwell Banker - Tucson, AZ August 2011 to July 2015 Provided technical assistance/problem resolution/customer support while monitoring networks/systems for each office Managed and serviced 5 offices for Coldwell Banker in Tucson/Green Valley Assisted Agents/ Staff with technical issues pertaining to Microsoft office, Windows Platforms, Macintosh platforms Re-imaged and deployed computer systems to all offices managed Scheduled weekly visits with 5 offices to provide technical and customer support

Setup agents for email and Wi-Fi access on their Smart phones/Ipads and Laptops Installed

peripheral hardware and Firewall/AV software on agent/staff systems Education Associate of Applied Science in Computer Networking and Security Brown Mackie College - Tucson, AZ 2009 Skills Data Center, Cisco, Vmware, Exchange, Active Directory Certifications/Licenses Microsoft Certified Desktop Support Technician June 2008 to September 2008 Certified Training Instructor led class to receive certification as a Microsoft Certified Desktop Support Technician. Received certification. Assessments Technical Support Skills Highly Proficient January 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/auujpjhjxj7oxxit Supervisory Skills: Directing Others Familiar March 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/ljueix8vqus9xit Project Management Skills: Budgeting Familiar January 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: https://share.indeedassessments.com/share_assignment/13iwnfrdr33bwwtp Intermediate Spreadsheet Proficiency with Microsoft Excel Familiar January 2019 Measures a candidate's knowledge of intermediate Microsoft Excel techniques including effectively writing and applying conditional formulas. Full results: https://share.indeedassessments.com/share_assignment/cwkhctn5ne22rp7b Problem Solving Completed January 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/nujhetahjzz1spgt Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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