

Desktop Support II Desktop Support II Desktop Support II - Wyndham Destinations Las Vegas, NV
Work Experience Desktop Support II Wyndham Destinations December 2017 to Present Citrix,
Citrix Director, Xen Center and Citrix Studio - XenDesktop and XenApps. Networking - working in
MDF, IDF, server hardware replacements, patching. Working with vendors and Cisco engineers on
server issues. DRA and AD - creating/deleting/moving objects, adding to groups, unlocks/resets
Working with users globally using ServiceNow for ticketing and asset management Campusship
with UPS to ship assets to users Bomgar for remote access Support of corporate level
executives Writing standard operating procedures Systems Administrator - Contract ConvergeOne
- Robert Half for UNLV June 2017 to December 2017 Assisted with domain migration from UNR to
UNLV Responsible for 3 separate clinics Worked with Medical related applications Worked
with doctors and staff regarding issues in direct correlation with domain migration Including but not
limited to network, wifi, printing, access, applications and day to day support Computer Engineer
MGM Resorts Int - Las Vegas, NV October 2012 to June 2017 Experience working in 10 large
casino environments supporting thousands of users including corporate level executives with a
broad range of technical issues. Knowledge of casino environment applications, including Opera,
HotSos, Ticketmaster and Citrix. Proficiency with Remedy Software, and CA for incident handling,
escalation and asset management Setting up Android, Blackberry and Apple devices for
enterprise use. Troubleshooting and configuring point of sale systems, NCR and InfoGenesis,
setups and deployments Have led multiple projects unsupervised Systems Administrator -
Contract Air Force - Indian Springs, NV May 2012 to October 2012 Worked in a 75+ server
environment, multi-flavor, supporting 7 networks with blade servers and virtualization Equipment
installs for ground control stations for drone pilots, including building from the ground up System
installs from server rooms to end user, including making cables, patching, port testing, running lines
and troubleshooting Gained knowledge of deployment servers and server hardware installations
Network Administrator United States Navy - Pearl Harbor, HI September 2007 to April 2012
Handled technical troubleshooting and resolving issues which included system crashes, slow-downs
and data recovery. Ensured network securities were in place and ensuring compliance with DoD IA

and Navy Guidance Identified, and isolated hardware/software/application problems, client/server
Managed shipboard servers Engaged and tracked Priority 1 issues, with timely documentation
and escalations when appropriate Worked with active directory for account creation and group
policy management on a daily basis within a windows enterprise environment. Managed the IT
Operations Center and staff, providing vital voice and data services for critical missions. Monitored
status and integrity of networks and equipment. Supervised and scheduled any corrective
maintenance on over 30 voice and data networks while maintaining security controls in a top secret
environment. Provided and scheduled training and maintained books on personnel qualifications.
Education AAS in Computing and Information Technology in support and engineering College of
Southern Nevada - Las Vegas, NV March 2011 Information Systems "A" Technical School -
Pensacola, FL December 2007

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