NOC Supervisor, Help Desk NOC Supervisor, Help Desk NOC Supervisor, Help Desk Las Vegas, NV Accomplished IT professional with over 15 years of experience across LAN/WLAN & WAN's. Designed systems, hardware and software troubleshooting for all computer brands, network system administration, and user support. Confidently lead projects, head system upgrades, and troubleshoot complex problems. Effectively conduct needs assessment and analysis to determine operational requirements and end-user specifications to recommend and create effective IT solutions. Expert technician and systems administrator able to mentor and lead co-workers as well as translate complex solutions into easily understandable concepts. Committed to achieving top-performance and meeting company's IT needs. Work within a "Team" environment but not afraid to independently take care of projects as needed. Work Experience NOC Supervisor, Help Desk Smart City Networks January 2017 to November 2018   Build brand new Help Desk Team   Build Training Matrices for new Help Desk Operators   Organize and guide help desk team projects for organization   Research and guide projects nationwide like IP Cams, MFP's, Help Desk Ticketing, etc   Actively participate in organization of department wide projects   Provide hands on approach to building Teams members as needed in NOC   Create Support practices for all level of users throughout the company nationwide   Communicate, suggest and implement ideas for improving processes and implementations   Train and guide team members to be promoted to Tier II from my team IT Systems Administrator Smart City Networks August 2016 to December 2016   Configure, support, and manage Power System devices   Create, manage and organize accounts in AD   Activate and implement RDS for remote users   Projects manage various projects nationwide like IP Cams, MFP's, etc   Actively participate in organization of department wide projects   Provide hands on support for projects as needed throughout the business   Support all users throughout the company nationwide   Communicate, suggest and convey ideas for improving processes and implementations IT Facilities/PMO Newmont Mining - Elko, NV April 2015 to December 2015   Configure, support, and manage APC devices and Power System   Configure, implement, and manage StruxureWare for all monitored related devices   Manage contractors and documentation for running projects   Project manage various levels and complexities of projects state wide

Actively participate in organization of department wide projects   Provide hands on support for projects as needed throughout range of items   Communicate, suggest and convey ideas for improving processes and implementations   Develop Scopes for required project throughout the business as requested and needed   Ensure all safety policies and procedures are adhered to by contractors   Monitor and ensure effective project cost management for facilities and customer projects   Develop procedural SOP documentation for all divisions of IT Department   Configure and Monitor Simplex Grinnell Fire panels   IT/Network Design | Downtown Project 2013 to 2014 Design all network services for all new and existing properties, for a total of 40+ properties Arrange and manage all vendor relations for IT needs   Designed and built network and servers for corporate and office needs   Successfully implemented fiber backbone network for private use Support 300+ users on all property networks   Provide and maintain all IT/Network needs of corporate headquarters   Manage design and installation of all infrastructures needed   Design and installed Microwave network to support and span across multiple properties during special events and beyond   Organize and manage A/V equipment for various events   Develop GPO's for various departments   Administration of Active Directory (AD) for all employees   Administration of all server functions   Manage all services in Meraki dashboard for all properties and networks Organize and implement Google Apps services company wide Market Engineer I Harrah's Laughlin 2012 to 2013   Managed SDS daily process and backups   Initiated and organized XEROX management   Installed new servers, battery backups, switches and all network appliances Supported entire property with all PC and network related issues   Designed complete property devices Master List for reference   Managed user account and profiles in AD   Rebuilt PC images used for new PC deployment and rebuilding   Headed several projects as test site for entire enterprise   Supported team for Office 2010 upgrade   Organized, directed, and followed up with new "Tiger Team" for device deployment   Supported "Tiger Team" for network vulnerability remediation, 3 - 5 team members   Spearheaded Sprint wireless support team Education Bachelor of Science in IT/Network Management & Security University of Phoenix Skills Voip, Crm, Goldmine, Training, Crm experience, Desktop Support, Help Desk, Tech Support, Service Desk, Active

Directory, VPN, Helpdesk Support

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