

Systems Administrator Systems Administrator System Administrator Las Vegas, NV To obtain a position that challenges me to excel and exceed all expectations demanded of that occupation.

Work Experience Systems Administrator Downtown Grand Las Vegas February 2019 to Present

- Maintain Virtual & physical Servers
- Apply Patches and Updates to all servers
- Pulling logs from gaming system
- creating and maintaining Virtual environments
- MS Admin
- Active Directory Admin
- Server migration

-VMWARE Service Desk Lead/Help Desk Supervisor Golden Entertainment - Las Vegas, NV February 2017 to January 2019 Lead a Team of Technicians to meet overall goals and Complete Major projects.

- ? Work with Executives to resolve any IT related issues.
- ? Team Coordinator.
- ? Project management. (Ex: Exchange server Migration, Domain Migration, Network Infrastructure.)
- ? Ability to work with AD and create new users, add permissions, disable users.
- ? Maintain Servers.
- ? Responsible for creating IT documentation.
- ? Ability to work and troubleshoot many different Applications. (ex. Exchange, SharePoint, Remote software, etc.)
- ? Configure Network Switches and Routers (Brocade, Cisco, HP)
- ? Patch Network, Run patch cables.
- ? Tone and configure ports on our Switch.
- ? Cable managements and Visio Mapping of Network Infrastructure.
- ? Support Corporate Phone system (Mitel) add extensions, create new extensions, Updates.

Help Desk Technician/ Desktop support Golden Entertainment - Las Vegas, NV September 2016 to March 2017 Troubleshoot remotely or over the phone. Work with Active directory.

- ? Imaging, repairs and general maintenance of computers/ laptops and apple devices.
- ? Troubleshoot Computers, laptops, conference equipment all in a corporate environment.
- ? Set up workstations and deploy Mobile devices.
- ? POS troubleshooting/ Repair.
- ? MDM Lead.
- ? Work with Servers and maintenance.
- ? Deploy Mobile devices and troubleshoot any Problem.
- ? Run Data Cables.
- ? Tone and Enable Ports on our Networking equipment.
- ? Troubleshot and configure Wireless access points.

Help Desk technician/ AS400 The Odom Corporation - Bellevue, WA March 2016 to September 2016 Service handheld, iPad, laptops, desktops, thin clients, servers, smartphones, access points, and a variety of printers and work phones.

- ? Troubleshoot AS400 issues.
- ? OS X (Mac) lead technician.
- ? Troubleshoot remotely or over the phone. Work with Active directory.
- ? Hardware repair on mobile devices, laptops, desktops, all Apple products, printers,

servers, warehouse mobile device repair. Computer Technician Clark County School District/Appleone - Las Vegas, NV June 2015 to January 2016 Field services technician responsible for responding to various CCSD locations to assist with Technology problems ? Assist students with training of Apple products associated with Title 1 projects ? Imaging, repairs and general maintenance of computers/ laptops and apple devices ? Work with all kinds of people from Children to Adults to resolve any IT related issue. Technical Manager/ IT Support Laptop Xchange - Las Vegas, NV June 2011 to November 2015 Services laptops, desktops, tablets and smartphones for a wide variety of repairs ? Front desk support one on one with customers ? Upgrade computer hard drives, ram, video cards, processors and system fans, etc ? Responsible for servicing devices using Virus Removal and PC Check software Internship Laptop Xchange - Las Vegas, NV June 2010 to June 2011 Door greeting ? Minor computer troubleshooting ? Sales/Inventory ? Social media promotion Education Associate in Information Technology Asher College - Las Vegas, NV June 2015 to June 2017 Las Vegas High School Skills Comptia (Less than 1 year), Customer service (Less than 1 year), Excel (Less than 1 year), Hardware repair (Less than 1 year), Mobile devices. (1 year), System Administrator, Linux, Active Directory, Vmware, System Admin, Linux Administrator Additional Information Skills ? CompTIA A+ Certified ? Laptop Xchange Certified Technician ? 5+ years' experience in IT Customer Service / 3+ Years' experience as an IT Manager ? Knowledgeable with PC and Mac products/ software ? Experience with Microsoft Office including Word/ Excel/ PowerPoint ? Bilingual in English and Spanish ? Experience in many different work environment. ? Ability to lead a team to achieve daily tasks & finish major projects. ? Experience with many Mobile devices/ Warehouse handheld devices. ? Computer Hardware Repair Technician.

Name: Amanda Haynes

Email: wrightfelicia@example.com

Phone: 001-282-759-0007x332