Summary

Skill Highlights

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| --- | --- |
| * Computer skills * Strong decision maker * Complex problem solver | * Service-focused * Teamwork skills * Technical skills |

Experience

**IT Technician – August 2019 – Current**

**Inter Reserve Enterprises LLC – San Francisco**

* Adept at providing customer support.
* Skilled in systems troubleshooting, installation, and maintenance.
* Fabricate patch cables and configured patch panels for network connectivity.
* Created, Managed, and set-up e-mail addresses using third party email provider.
* Deployed and maintained security, and troubleshoot all hardware and software systems and services such as Microsoft OS application components.
* Utilized my knowledge of standard network protocols such as TCP/IP, DHCP and also common network devices such as: routers, and switches to ensure that internet connectivity was sustained

**Slot Technician – December 2016 – April 2019**

**Morongo Casino Resort & Spa – Cabazon**

* Coordinate projects for floor renovations, game modifications, and upgrades.
* Troubleshoot machines and other gaming components accurately and repaired quickly to maintain functionality efficiency
* Responsible for maintaining, troubleshooting and repairing the 3000+ casino slot machines and ATM’s from 15 different manufacturers.

Education

High School Diploma – Banning High School – 2014

College – Mount San Jacinto Community College – Associates – Unfinished.

Certifications

Comptia A+

Best of the Best nomination at Morongo Casino Resort & Spa

ERIC THOR

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