

Jase Cutler

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Objective

- Experienced IT analyst with multiple years of experience working in IT and higher education with a strong understanding of UNLV's IT infrastructure looking to transition to the Systems Administrator position within UNLV OIT.

Education

BACHELORS IN INFORMATION SYSTEMS | 2014 | UTAH VALLEY UNIVERISTY

- Major: Information Systems
- Related coursework: Intro to Sys Admin UNIX Linux (INFO 1510), Adv Sys Admin-Win Server (IT 3530), Computer Programming (INFO 1200 & INFO 2200)

Skills & Abilities

TECHNICAL SKILLS

- Mange the Operation Center's servers for OS updates, user access, and application delivery on Windows Server 2012, CentOS, and Debian. Work with VMware vSphere 6 to configure and deploy virtual servers. Install and configure Splunk on servers for log and file collection, and work to prepare data for search and analysis.

COMMUNICATION

- Provide Tier 2 support to faculty, staff and students utilizing ticketing systems to track work and provide updates to customers and management. Also perform incident management for UNLV's IT department, including coordinating communication between departments and posting public status updates for the UNLV community.

PLANNING AND DECISION MAKING

- Work on multiple service teams with members both from technical and non-technical backgrounds to complete projects and deliver services. Plan, implement, and complete projects utilizing project management fundamentals and utilize Agile methodology for work management.

Experience

OPERATIONS ANALYST | UNLV | 05/2015 TO CURRENT

- Provide monitoring of IT services for UNLV, Incident Management, Tier 2 support, and Splunk support. Assist with data center installation of servers, SANs, network equipment, and work on asset tracking and planning.

CLIENT SERVICES TECHNICIAN | STEWART TITLE | 08/2014 TO 05/2015

- Provide regional support for five offices covering desktops, printers, VoIP phones, switches, and VDI desktop deployments.

SUPPORT TECHNICIAN II | UVU COLLEGE OF TECHNOLOGY & COMPUTING | 05/2013 TO 05/2014

- Maintained and supported over twenty labs of computers utilizing OS redeployment and application automation using SCCM, WDS, MDT and Altiris.

IT OPERATIONS SUPPORT | NEVADA BEVERAGE COMPANY | 09/2012 TO 05/2013

- Application support for sales, as well as maintaining and backing up IT infrastructure.

SUPPORT TECHNICIAN II | UVU IT HELPDESK | 10/2011 TO 07/2012

- Tier 1 support for university faculty and students for all IT services and products offered at UVU.