

Chrishon Jackson

Information Systems Graduate

Pike Road, AL - Email me on Indeed: [indeed.com/r/Chrishon-Jackson/39475b8676b276ea](https://www.indeed.com/r/Chrishon-Jackson/39475b8676b276ea)

I am searching for a position where I may use my exceptional troubleshooting and networking skills combined with my knowledge of different operating systems to elevate a company.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Game Technician

Wind Creek Casino - Montgomery, AL - January 2013 to Present

Duties and Responsibilities:

- -Reset machines and repair minor malfunctions, networking and installs on gaming machines; Handle jackpot process
- -Provide customer service to all guest especially to gaming players
- -Enhances guest's game entertainment experience by creating a fun, high-energy environment through the celebration of wins.
- -Dispatch or through STM paging technology, game service lights, or guest interaction.
- -Game Attendants and their managers will periodically receive service time reports and GA's are responsible for meeting service targets for both the time of a service interaction and the number of service calls completed during a time period.
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Help Desk Technician

Auburn University Montgomery- Computer - Montgomery, AL - January 2010 to December 2012

Duties and Responsibilities:

- Acts as an on-site resource to individual students and groups accessing computer technology; helps familiarize students with software; assists students in registering for classes, completing assignments, and orients students to the laboratory.
- Opens and/or closes the computer lab and provides for the general cleanliness, safety and security of the laboratory area. -Reports maintenance problems to the Service Request Center as they occur.
- Enforces procedures for the use of the laboratory area and the use of equipment, supplies, materials, software, hardware and peripherals.
- Troubleshoots and diagnoses basic problems with computer equipment. Performs minor maintenance and repair on equipment, as necessary.

Sorter/Unloader

UPS - Montgomery, AL - January 2007 to December 2009

pick packages and make them ready for deliveries or shipments. They assemble cartons according to the items that need to be packed – fragile items will be packed in properly padded cartons – so they need to make sure that they follow the protocols provided to them when handling different types of packages.

EDUCATION

Bachelors of Science in Computer Information Systems

Auburn University Montgomery - Montgomery, AL
2012 to December 2016

SKILLS

Excellent written and oral communication skills; capable of explaining complex issues in easy-to-understand terms. (6 years), Leadership Training (6 years), Ability to work under pressure (8 years), Self-motivation (10+ years)

AWARDS

Best of the Best

March 2015

One of the Top Employee in the entire casino. I was awarded for inspiring and empowering team members.

GROUPS

National honors society of leadership & success

January 2013 to Present

AUM Honors Society for students with 3.0 GPA or higher

Information System's Club

The IS club's goals is to develop a better understanding of the nature and functions of information systems and decision science.

ADDITIONAL INFORMATION

Skills

- SQL Plus & Developer
- Unix/Linux
- Network Security
- Microsoft Office
- Windows 7

References

Veronica Gordon
Manager Wincreek Casino
[...]

Paige Miller
Manager Wincreek Casino
[...]

Kayla Thomas
Aum Lab Supervisor
[...]

