FIRST NAME LAST NAME

	Phone
Address	Cell Phone
City State ZIP	Email

SUMMARY

Responsible, Honest, Assertive, Self-motivated, Resourceful, Manager, Hands On, Strong technical computer/networking abilities, Leader, Dedicated and resourceful, Skilled in maintenance of computer and electronic equipment, Dependable team player, Strong verbal communication skill, Excellent interpersonal competence, bilingual, intermediary

PROFESSIONAL ACHIEVEMENTS

➢ Create budgets, cut unnecessary services and reduced costs in the department.
➢ Planned, coordinated, administered LAN and WAN network migration from Frame Relay to MPLS.
➢ Manage and align department resources to meet company goals.
➢ Manage 24hr-monitoring facility using fewer personnel than budgeted for maintaining a high level of productivity.
➢ Coordinate and manage personnel in installing an Oracle 9i Database on a 24hr monitoring system with no major system issues.
➢ Managed a team software engineers and system professionals to resolve Oracle Database interruption with minimal downtime and no data lost.
➢ Part of a team that brought first Wide Area Progressive network to Arizona, New Mexico, and Michigan. Installed equipment at customers site and responsible for bringing it on line.
➢ Was in charge of retrieving test data on experiments being conducted and recording results for engineers to review.

COMPUTER & SYSTEM COMPETENCIES

➢ Build, Service, configure new and existing computers and networks.
➢ Familiar with Raid 5 server configuration.
➢ Proficient in Microsoft Office and Windows platforms.
➢ Familiar with Norton Products PC Anywhere, Antivirus.
➢ Work with Cisco and Adtran routers and their protocols.
➢ Create LAN and WAN networks.
➢ Configure and repair existing Oracle Databases.
➢ Work with vendor to troubleshoot LAN and WAN issues remotely.
➢ Familiar with TCP/IP, MPLS, Ethernet, and VPN protocols.
➢ Worked with Network Engineer in keeping network proficiently up and running.
➢ Coordinate with telecommunications and hardware service providers to maximize the network.

EDUCATION

B.S., Information Technology-Networking - University of Phoenix, Tempe, AZ
Electrical System AH-64 Apache Attack Helicopter- Fort Eustis, Newport News, VA
A.S., Applied Science in Electronics- DeVry Institute of Technology, Phoenix, AZ

PROFESSIONAL EXPERIENCE

Company One, Scottsdale, AZ **2005-Present**
WAP Manager
- ➢ Manager of call center for the company's linked gaming products.
- ➢ Make sure that millions of dollars in coin in data is accurate daily.
- ➢ Intermediary with sales, customers, compliance and multiple departments.
- ➢ Manager of 22 people across the country, 12 direct reports in AZ.
- ➢ Support department leads with resources and answers to questions to facilitate their jobs.
- ➢ Organize day-to-day personnel requests.
- ➢ Provide reports to upper management daily and monthly.
- ➢ Administrator of LAN and WAN configurations of existing networks.

Company Two, Scottsdale, AZ **2002-2005**
Field Service Technician
- ➢ Coordinate equipment installs with customers and ensure equipment is operating to specification.
- ➢ Troubleshoot, repair and maintain machines for customers.
- ➢ Repair circuit boards down to component level.
- ➢ Provide technical phone support for customers.
- ➢ Test machines in the shop with new hardware and software configurations.
- ➢ Load software script into IBS/IVO bill acceptors for South America jurisdiction.
- ➢ Installed cabling and routers for communication of Wide Area Progressive games.
- ➢ Conduct testing of Wide Area Progressive games to ensure games are communicating properly with monitoring room and numbers being received are accurate.

Company Three, Chandler, AZ **2000-2001**
Manufacturing Technician
- ➢ Maintained lithography, metrology, surface scan, and cleaning equipment.
- ➢ Coordinated maintenance of computer automated equipment.
- ➢ Made sure LAN connections between machine and customers were working properly.
- ➢ Handled millions of dollars of product with no scrap.

Company Four, Tempe, AZ **1998-2000**
Equipment/Product Test Technician
- ➢ Conducted experiments and collected raw data for engineers.
- ➢ Extracted test data and created reports.
- ➢ Built and maintained lab computers and interfaces for the R&D Group.
- ➢ Changed testing parameters mandated by the engineering department.
- ➢ Presented test information to internal customers.
- ➢ Installed new test equipment and brought online for engineers.

U.S. Army **1994-1997**
AH-64 Armament/Electrical Technician
- ➢ Managed and implemented electrical maintenance.
- ➢ Managed personnel, delegated tasks, maintained discipline, showed and earned respect.