

ATTACHMENT E

JASON MCDANIEL—RESUME

RELEVANT WORK EXPERIENCE

Director of IT/Help Desk Supervisor/ IT Specialist

November 2011 - present

AGR Group, Inc. | 89121, Las Vegas, NV

Telecommunications Services

Running the dialer for the call center from open till close for commercial and residential accounts outbound and inbound. Identify computer-user problems and coordinating to resolve them Install, configure and monitor local and wide-area network, hardware and software Compile, enter and process information Provide customer and network administration services such as passwords, electronic mail accounts, security and troubleshooting Construct, edit and test computer system programs Conduct data system studies and prepare documentation and specifications for proposals Assist in the design, preparation, editing and testing of computer programs. Creating and managing IVR's and creating and managing inbound campaigns. setup users on FTP

Information Technology Specialist/Human Resource Information System Management Specialist

March 2008 - present

United States Army Reserves | Las Vegas, NV

Computer/IT Services

Identify computer-user problems and coordinating to resolve them Install, configure and monitor local and wide-area networks, hardware and software Compile, enter and process information Provide customer and network administration services such as passwords, electronic mail accounts, security and troubleshooting Construct, edit and test computer system programs Conduct data system studies and prepare documentation and specifications for proposals Assist in the design, preparation, editing and testing of computer programs

Deskside Support and Network Administration

March 2011 - October 2011

Spartan Resources (Ceaser's Entertainment contract) | Las Vegas, NV

Computer/IT Services

- AS/400, PCs, Telephony, Enterprise Networks, NT Server, UNIX and on all applications including but not limited to: LMS, CMS, Events, SDS, Pit Player Tracking, Saflok, Point of Sale (Infogenesis/micros), Time and Attendance, and audio and video systems.
- Respond to telephone help calls and ensure all client/user support calls and service requests are handled or escalated in a timely manner.

- Provide first-level support for all systems including software and hardware for all platforms, problem determination/isolation, analyzing problem data, performing data analysis, documenting findings, escalating complex problems to the appropriate I.T. staff or service vendors and communicating final resolution to clients/users.
- Complete all shift tasks including meeting timelines, scheduling jobs, and documenting completion of tasks.
- Perform beginning technical tasks on all platforms.
- Use the Help Desk log to track and close all Client/User calls/problems reported to I. T.
- Ensure the computer/equipment room is maintained at prescribed temperature levels and in a clean and orderly condition.
- Participate in department driven projects.
- Maintain the confidential nature of matters pertaining to company records, policies, and customer lists. Shred reports containing sensitive data as determined by management.
- Give input to the Support Specialist I, when changes in documentation are necessary.
- Perform all duties in a manner that ensures the I.T. Department will meet or exceed the measurable objectives for service level to Clients/Users and system availability.
- Basic knowledge AS/400 computer systems and/or PC's operating systems, hardware, and software and the ability to be trained in multiple platforms.
- Good communications skills.
- Basic analytical and problem solving skills.
- Good customer service skills.
- Well organized and detail oriented and be able to perform many tasks at one time.
- A 24 hour, 7 day a week environment.
- A high-pressure, fast paced environment.

Computer Systems Information Management Specialist

July 2001 - February 2003

United States Army | FT Bragg, NC

Computer/IT Services

Receives, reviews, analyzes, processes, distributes, and maintains personnel information files and supporting documentation. Prepares update cycle control documents and input, and transmits to servicing data processing facility. Maintains authorized strength levels, organizational, and systems control files. Executes and monitors automated interface with other automated systems.

Revised 08/07/2012