

Justin Frasier

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SUMMARY

CompTIA A+ Certified IT Support Analyst with 8+ years of experience providing hands-on technical support in high-volume, fast-paced environments. Adept at diagnosing and resolving hardware, software, and network issues across Windows 10, Windows 11, and Windows Server platforms while maintaining a strong focus on end-user satisfaction. Experienced in the full lifecycle of IT support — from imaging and deploying workstations to managing help desk tickets, coordinating equipment moves, and maintaining asset inventory. Proficient with Azure Active Directory, Office 365, DNS, DHCP, wired and wireless networking, and mobile device support. Skilled at communicating technical solutions clearly to non-technical users and escalating complex issues appropriately to ensure timely resolution. Holds an Associate of Applied Science in Cyber Technology from Bossier Parish Community College, with a background in software development that provides a deeper understanding of systems and infrastructure. Self-driven and committed to continuous professional growth, with a growing focus on enterprise networking, server administration, and infrastructure management.

EXPERIENCE

IT Support Analyst | Margaritaville Resort & Casino — Bossier City, LA

March 2023 – Present

- Provide comprehensive Tier 1 and Tier 2 technical support across a large-scale resort and casino environment, diagnosing and resolving hardware, software, and network issues to minimize downtime and maintain seamless business operations.
- Deploy, configure, and maintain Windows 10 and Windows 11 workstations, managing domain enrollment through Active Directory to uphold a secure, well-organized network infrastructure.
- Administer Windows Server environments and Azure Active Directory, overseeing user provisioning, group policy management, and access controls to enforce security and compliance standards.
- Diagnose and remediate wired and wireless connectivity issues — including network drops, Wi-Fi interference, and misconfigured settings — restoring reliable access for end users with minimal disruption.
- Install, terminate, and test network cabling across patch panels and keystones, ensuring robust and reliable infrastructure connectivity throughout the facility.
- Troubleshoot, repair, and replace hardware components — including RAM, HDDs, SSDs, power supplies, motherboards, and peripherals — returning systems to full operational status efficiently.
- Administer and support Office 365 applications — including Outlook, Teams, SharePoint, and OneDrive — enabling consistent productivity and collaboration across the organization.
- Provide end-to-end mobile device support for smartphones and tablets, handling configuration, corporate email integration, and secure connectivity to organizational systems.
- Manage the full help desk ticket lifecycle — logging, prioritizing, tracking, and resolving requests — ensuring timely support delivery and adherence to service-level expectations.
- Deliver clear, patient, and customer-focused technical support to users of all skill levels, translating complex issues into understandable solutions to maximize satisfaction and reduce repeat incidents.
- Maintain accurate IT asset inventory, tracking hardware assignments, lifecycle status, and equipment locations to support informed procurement and audit readiness.
- Plan and execute equipment moves and workstation relocations with precision, coordinating logistics to ensure business continuity throughout transitions.
- Produce comprehensive technical documentation and troubleshooting guides, building an accessible knowledge base that improves team efficiency and accelerates issue resolution.
- Lead cross-functional IT initiatives, collaborating with department stakeholders to scope, plan, and deliver technology solutions on time and within budget.

Security Supervisor | Boomtown Casino & Hotel — Bossier City, LA

November 2017 – March 2023

- Served as the primary point of contact for guests and staff, consistently delivering exceptional customer service and maintaining a professional, welcoming atmosphere across a high-traffic resort and casino environment.
- Supervised and directed security operations across the entire facility, ensuring the safety and well-being of hundreds of guests and employees on a daily basis.
- Executed comprehensive patrol schedules via foot and vehicle, conducting thorough assessments to proactively identify and mitigate security risks before escalation.
- Monitored and managed a multi-camera CCTV surveillance network and integrated alarm systems, ensuring rapid detection and coordinated response to incidents.
- Applied advanced crisis management and de-escalation techniques to resolve high-pressure situations with professionalism, sound judgment, and minimal disruption to operations.
- Trained and mentored security personnel on protocols, customer interaction standards, and emergency response procedures to maintain a high-performing team.

Software Development Intern | xententLABS — Bossier City, LA

January 2016 – May 2016

- Contributed to full-cycle software development within an Agile framework, participating in sprint planning, daily stand-ups, and iterative releases to deliver functional software on schedule.
- Managed source code repositories using version control best practices, ensuring code integrity, traceability, and seamless collaboration across the development team.
- Engineered cross-platform software solutions, adapting code and architecture to function reliably across multiple operating environments and device types.
- Collaborated on the design and implementation of relational databases, applying normalization principles and optimized query structures to support efficient data management.
- Contributed to software quality assurance by developing test cases, executing functional tests, and tracking defects through resolution to ensure stable, production-ready releases.

EDUCATION

Associate of Applied Science, Cyber Technology (Programmer-Analyst)

Bossier Parish Community College — 2013–2016

Dean's List & Chancellor's List • Phi Theta Kappa • Cyber Club Member

Relevant Coursework: C++, Advanced C++, Java, Advanced Java, C#, HTML5/CSS3, Web Application Development, Web Design, Web Scripting, Relational Database Coding, Computer Organization, Cyber Internship

Northwood High School — 1999–2003

TECHNICAL SKILLS

Programming Languages: Java • C# • C++ • C • Python • JavaScript • Node.js • HTML5/CSS3 • SQL • Rust

Operating Systems: Windows 10 • Windows 11 • Windows Server • Linux (Arch, Ubuntu)

Hardware: RAM • HDD/SSD • Power Supplies • Motherboards • Peripherals • Printers • Laptops • Desktops • Component Diagnostics

Tools & Platforms: Active Directory • Azure AD • Office 365 • Mobile Device Support • Printer Support • System Imaging & Deployment • Docker • Proxmox VE • Git • Help Desk Ticketing Systems

Development IDEs: Vim • NeoVim • IntelliJ • Visual Studio • VS Code • Unity

Networking: TCP/IP • DNS • DHCP • IP Addressing • Wired & Wireless Connectivity • Patch Panels • Keystones • Switch Management • Troubleshooting

IT Support: Customer Service • Issue Escalation • Asset Tracking • Equipment Moves • End-User Training • Technical Documentation • De-escalation

Security: Corporate Security • CCTV • Physical Security • Crisis Management

CERTIFICATIONS

IT & Computer

- CompTIA A+ ce Certified
- PCPro Certified
- Technical Competency Area in Web Design — Bossier Parish Community College

Udemy

- Master Microsoft PowerShell
- PowerShell for Active Directory Administrators
- IT Troubleshooting Skill Training
- IT Help Desk Professional

Amateur Radio

- FCC License: K5BSS — General Class

Locomotive

- Locomotive Air Brake — Wabtec
- Dash 2 / GP 38 Static / GP 9 / SW 1200 Electrical — Technical Training Consultants
- EMD Locomotive Engines — Technical Training Consultants